CLEC Aggregate Performance OPERATION SUPPORT SYSTEM / BILLING

	PRE-ORDERING		Actual Performa			
Metric #	PO-1 - Response Time OSS Pre-Ordering Interface	Standard	VZ	CLEC	OBS	Difference
PO-1-01-6020	Ave Resp Tm – Customer Service Record - EDI	Parity plus <= 4 Seconds	0.32	3.32		-3.00
PO-1-01-6030	Ave Resp Tm – Customer Service Record - CORBA	Parity plus <= 4 Seconds	0.32	0.88		-0.56
PO-1-01-6050 PO-1-02-6020	Ave Resp Tm – Customer Service Record - Web GUI Ave Resp Tm - Due Date Availability - EDI	Parity plus <= 4 Seconds Parity plus <= 4 Seconds	2.03	2.67 5.41		-2.35 -3.38
PO-1-02-6030	Ave Resp Tm - Due Date Availability - EDI Ave Resp Tm - Due Date Availability - CORBA	Parity plus <= 4 Seconds	2.03	2.78		-0.75
PO-1-02-6050	Ave Resp Tm - Due Date Availability - CORDA Ave Resp Tm - Due Date Availability - Web GUI	Parity plus <= 4 Seconds	2.03	4.56		-2.53
PO-1-03-6020	Ave Resp Tm - Address Validation - EDI	Parity plus <= 4 Seconds	5.65	8.27		-2.62
PO-1-03-6030	Ave Resp Tm - Address Validation - CORBA	Parity plus <= 4 Seconds	5.65	2.98		2.67
PO-1-03-6050	Ave Resp Tm - Address Validation - Web GUI	Parity plus <= 4 Seconds	5.65	5.75		-0.10
PO-1-04-6020	Ave Resp Tm - Product and Service Availability - EDI	Parity plus <= 4 Seconds Parity plus <= 4 Seconds	11.45	22.94 NA		-11.49
PO-1-04-6030 PO-1-04-6050	Ave Resp Tm - Product and Service Availability - CORBA Ave Resp Tm - Product and Service Availability - Web GUI	Parity plus <= 4 Seconds Parity plus <= 4 Seconds	11.45 11.45	13.65		-2.20
PO-1-05-6020	Ave Resp Tm - Tel Number Availability and Reservation - EDI	Parity plus <= 4 Seconds	6.45	12.95		-6.50
PO-1-05-6030	Ave Resp Tm - Tel Number Availability and Reservation - CORBA	Parity plus <= 4 Seconds	6.45	NA		
PO-1-05-6050	Ave Resp Tm - Tel Number Availability and Reservation - Web GUI	Parity plus <= 4 Seconds	6.45	6.44		0.01
PO-1-06-6020	Ave Resp Tm - Facility Availability - (ADSL Loop Qual) - EDI	Parity plus <= 4 Seconds	12.74	4.18		8.56
PO-1-06-6030 PO-1-06-6050	Ave Resp Tm - Facilitý Availabilitý - (ADSL Loop Qual) - CORBA Ave Resp Tm - Facility Availability - (ADSL Loop Qual) - Web GUI	Parity plus <= 4 Seconds Parity plus <= 4 Seconds	12.74 12.74	4.74 4.27		8.00 8.47
PO-1-07-6020	Ave Resp Tm - Rejected Query - EDI	Parity plus <= 4 Seconds	0.04	2.41		-2.37
PO-1-07-6030	Ave Resp Tm - Rejected Query - CORBA	Parity plus <= 4 Seconds	0.04	0.60		-0.56
PO-1-07-6050	Ave Resp Tm - Rejected Query - Web GUI	Parity plus <= 4 Seconds	0.04	2.97		-2.93
PO-1-09-6020	Parsed CSR - EDI	Parity plus <= 10 Seconds	0.32	2.26		-1.94
PO-1-09-6030	Parsed CSR - CORBA	Parity plus <= 10 Seconds	0.32	0.25		0.07
	PO-2 - OSS Interface Availability					
PO-2-01-6030	OSS Interface Availability – Total - CORBA - Pre-Ordering	No Standard		99.99	0.10	
PO-2-01-6040	OSS Interface Availability – Total - Web - GUI - Maintenance	No Standard		98.71	9.30	
PO-2-01-6060	OSS Interface Availability – Total - Electronic Bonding - Maintenance	No Standard		100.00	0.00	0.40
PO-2-02-6020 PO-2-02-6030	OSS Interface Availability – Prime Time - EDI - Pre-Ordering OSS Interface Availability – Prime Time - CORBA - Pre-Ordering	99.5% 99.5%		99.98 99.99	0.20	0.48 0.49
PO-2-02-6050	OSS Interface Availability – Prime Time - Web GUI - Pre-Ordering	99.5%		99.90	0.40	0.40
PO-2-02-6040	OSS Interface Availability – Prime Time - Web GUI - Maintenance	99.5%		99.92	0.40	0.42
PO-2-02-6060	OSS Interface Availability – Prime Time - Electronic Bonding - Maintenance	99.5%		100.00	0.00	0.50
PO-2-03-6030	OSS Interface Availability – Non-Prime Time - CORBA - Pre-Ordering	No Standard No Standard		100.00	0.00	
PO-2-03-6040 PO-2-03-6060	OSS Interface Availability – Non-Prime Time - Web GUI - Maintenance OSS Interface Availability – Non-Prime Time - Electronic Bonding - Maintenance	No Standard		96.46 100.00	8.90 0.00	
. 0 2 00 0000	Coo mondo // anabin/ 110111 into 11110 Electronic Bending maintenance	110 Giandard		100.00	0.00	
	PO-3 - Contact Center Availability					
PO-3-01-2001	Average Speed of Answering – Ordering - Newark	No Standard		13.78		
PO-3-02-2001	% Answered within 20 Seconds – Ordering - Newark	85% in 20 Seconds		91.29	5555	6.29
PO-3-03-3002 PO-3-04-3002	Average Speed of Answering – Repair - Richmond % Answered within 20 Seconds – Repair - Richmond	No Standard 85% in 20 Seconds		9.73 85.60	108176	0.60
FO-3-04-3002	76 Aliswered Within 20 Seconds - Repail - Richmond	65% III 20 Seconds		65.00	100170	0.60
	PO-4 - Timeliness of Change Management Notices & Confirmations					
PO-4-01-6600	% Chng Mngmnt Ntcs & Chng Mngmnt Cnfrmtns sent on Time - (Combined Types 1-5)	95% complying w/ applicable minimum interval		100.00	28	5.00
PO-4-02-6600 PO-4-03-6600	Change Mngmnt Ntcs & Chng Mngmnt Cnfrmtns - Delay 1 - 7 days (Combined Types 1-5) Change Mngmnt Ntcs & Chng Mngmnt Cnfrmtns - Delay 8 or more days (Combined Types 1-5)	No Standard 0 >= 8 Davs		NA NA		
FO-4-03-0000	Change Winghint Nics & Ching Winghint Chilmins - Delay 8 of more days (Combined Types 1-5)	0 >≡ 6 Days		INA		
	PO-5 - Average Notification of Interface Outage					
PO-5-01-2030	Average Notice of Interface Outage	Not more than 20 Minutes		NA		
	PO-6 - Software Validation					
PO-6-01-2000	Software Validation	Not more than 5%		R3	NA	
PO-7-01-2000	PO-7 - Software Problem Resolution Timeliness % Software Problem Resolution Timeliness	95% Complying with Schedule		NA		
PO-7-02-2000	Delay Hrs S/W Res Change - Transactions Failed, No Workaround	No Standard		NA		-
PO-7-03-2000	Delay Days S/W Res Change - Transactions Failed, With Workaround	No Standard		NA		
PO-7-04-2000	Delay Hrs Failed/Rejected Test Deck - Transactions Failed, No W/A	No Standard		NA		
	PO-8 - Manual Loop Qualification					
PO-8-01-2000	% On-Time - Manual Loop Qualification	95% within 72 Hours		NA		
	% On-Time - Engineering Record Request	95% within 72 Hours		NA		
	TROUBLE REPORTING (OSS)					
	TROUBLE REPORTING (033)					
	MR-1 - Response Time OSS Maintenance Interface		VZ	CLEC	Observations	Difference
MR-1-01-6040	Average Response Time - Create Trouble - Web GUI	Parity plus <= 7 Seconds	8.69	3.78	1535	4.91
MR-1-01-6060	Average Response Time - Create Trouble - Electronic Bonding	Parity plus <= 4 Seconds	8.69	16.11	195	-7.42
MR-1-02-6040		Parity plus <= 7 Seconds	4.38	3.64	404	0.74
MR-1-02-6060 MR-1-03-6040		Parity plus <= 4 Seconds Parity plus <= 7 Seconds	4.38	0.19	14	4.19
MR-1-03-6040 MR-1-03-6060		Parity plus <= 7 Seconds Parity plus <= 4 Seconds	8.49 8.49	7.09 10.64	6	1.40 -2.15
MR-1-03-6060	Average Response Time - Modify Trouble - Electronic Borlding Average Response Time - Request Cancellation of Trouble - Web GUI	Parity plus <= 7 Seconds	9.82	4.77	33	5.05
MR-1-04-6060	Average Response Time - Request Cancellation of Trouble - Web Got Average Response Time - Request Cancellation of Trouble - Electronic Bonding	Parity plus <= 4 Seconds	9.82	NA	55	3.03
MR-1-05-6040	Average Response Time - Trouble Report History (by TN/Circuit) - Web GUI	Parity plus <= 7 Seconds	0.35	1.02	643	-0.67
MR-1-05-6060	Average Response Time - Trouble Report History (by TN/Circuit) - Electronic Bonding	Parity plus <= 4 Seconds	NEF	NEF		
MR-1-06-6040	Average Response Time - Test Trouble (POTS Only) - Web Gui	Parity plus <= 7 Seconds	52.36	44.79	3270	7.57
MR-1-06-6060		Parity plus <= 4 Seconds	52.36	56.56	14	-4.20
	continued					

CLEC Aggregate Performance OPERATION SUPPORT SYSTEM / BILLING

	BILLING	1						
Metric #	BI-1 - Timeliness of Daily Usage Feed	Standard		CLEC	OBS		Difference	
BI-1-01-2030	% DUF in 3 Business Days	No Standard		80.83				
BI-1-02-2030	% DUF in 4 Business Days	95% of DUF in 4 Business Day	S	81.01	34107551		-13.99	
BI-1-03-2030 BI-1-04-2030	% DUF in 5 Business Days % DUF in 8 Business Days	No Standard No Standard		81.06 81.18				
BI-1-04-2030	% DOF III 6 Busiless Days	No Standard		61.16				
B	BI-2 - Timeliness of Carrier Bill	-		100.00				
BI-2-01-2030 BI-2-02-2030	Timeliness of Carrier Bill - Paper Bills Timeliness of Carrier Bill - Electronic Bills - BOS BDT format	98% in 10 Business Days 98% in 10 Business Days		100.00	586 47	_	2.00	
Di 2 02 2000	Timeliness of damer bill Electronic bills Boo bb Flormat	3070 III 10 Dusiness Days					2.00	
				Performance	Number of C			
	BI-3 - Billing Accuracy	=	VZ	CLEC Aggregate	VZ	CLEC Aggregate	Sampling Error	Z-Score
BI-3-01-2030 BI-3-03-2030	Billing Adjustments - Including Charges Adjusted Due to PCDs Billing Adjustments - Excluding Charges Adjusted Due to PCDs	No Standard Parity with VZ Retail	1.07 1.02	1.50 1.50	424650967 424650967	17721670 17721670	0.00	-197.03
BI-3-06-2030	% Billing Adjustments - Excluding Charges Adjusted Due to 1 CDS % Billing Adjustments-Electronic Bills-BOS BDT format-Excluding Charges Adjusted Due to PCDs		1.02	0.18	424650967	3102733	0.01	146.72
		- '				•		
BI-4-01-2030	BI-4 - DUF Accuracy % Usage Accuracy	95%		100.00	Observations 26658060		Difference 5.00	
BI-4-02-2030	% Corrected Usage Records Delivered On -Time	No Standard		NA	2000000		0.00	
	BI-5 - Accuracy of Mechanized Bill Feed							
BI-5-01-2030	% Accuracy of Mechanized Bill Feed	95%		100.00	245		5.00	
	· · · · · · · · · · · · · · · · · · ·	=						
				Performance	Number of C			
	BI-6 - Completeness of Usage Charges	_	VZ	CLEC Aggregate	VZ	CLEC Aggregate	Sampling Error	Z-Score
BI-6-01-2030 BI-6-02-2030	% Completeness of Usage Charges - Including PCD Delayed Charges	No Standard	99.98 99.98	100.00		492723553.00 492717555.00	0.00	004.00
BI-0-02-2030	% Completeness of Usage Charges - Excluding PCD Delayed Charges	Parity with VZ Retail	99.96	100.00	1127094327.00	492717333.00	0.00	261.90
	BI-7 - Completeness of Fractional Recurring Charges	_	F-					
BI-7-01-2030 BI-7-02-2030	% Completeness of Fractional Recurring Charges - Including PCD Delayed Charges % Completeness of Fractional Recurring Charges - Excluding PCD Delayed Charges	No Standard Parity with VZ Retail	61.88 62.97	1.57 1.46	17723229.81 15571619.31	28996581.24 28893853.99	0.02	-4051.91
D1 7 02 2000		Tanty with V2 Notali	02.51	1.40	1007 1010.01	20030000.55	0.02	-4001.01
D	BI-8 - Non-Recurring Charge Completeness	.						
BI-8-01-2030 BI-8-02-2030	% Completeness of Non-Recurring Charges - Including PCD Delayed Charges % Completeness of Non-Recurring Charges - Excluding PCD Delayed Charges	No Standard Parity with VZ Retail	98.10 98.26	99.01 99.04	8707115.51 8354240.86	876963.92 831871.42	0.02	51.89
	the state of the s							
	OPERATOR SERVICES & DATABASES	1						
	OPERATOR SERVICES & DATABASES							
	OD-1 - Operator Services - Speed of Answer	_	VZ	CLEC	Observations		Difference	
OD-1-01-1020		No Standard	3.45	0.17	4105			
OD-1-02-1020 OD-1-03-1020		No Standard 95% in 30 Seconds	4.90 99.71	1.23 100.00	293013 4105	-	5.00	
	% Answered in 30 Seconds - Operator Services % Answered in 30 Seconds - Directory Assistance	95% in 30 Seconds	99.56	100.00	293013	-	5.00	
		-	•				-	
			VZ	CLEC Aggregate	VZ	CLEC Aggregate	Sampling Error	Z-Score
OD 2 01 1020	OD-3 - DA Database Update Accuracy DA Update Accuracy - Including Service Order (PCD) Errors	No Standard	96.50	99.00	200	200		
	M DA Opdate Accuracy - Including Service Order (PCD) Errors M DA Update Accuracy - Excluding Service Order (PCD) Errors	Parity with VZ Retail	96.50	99.00	200	200	1.84	1.36
		-						
	GENERAL	4						
	GE-1 - Directory Listing Verification Reports		VZ	CLEC	Observations		Difference	
GE-1-01-2030	% of Directory Listing Verification Reports Furnished On-Time	95% on or before Due Date		100.00	140		5.00	
	GE-2 - Poles, Ducts, Conduit and Rights of Way							
GE-2-01-2030	% of Access Request Responses Transmitted On-Time	95% on or before Due Date		97.06	34		2.06	
GF-3-01-2030	GE-3 - Bona Fide Request Responses % of Bona Fide Request Responses Furnished On-Time	No Standard		NA				
02 0 01 2000	77 Or Dona Fraguest Responses Furnished On Time	140 Standard		13/3				
	Larged National defined on Larged shoot last sage	٦						
	Legend Notations defined on Legend sheet - last page	_						

CLEC Aggregate Performance RESALE ORDERING - POTS / SPECIAL SERVICES

	POTS & Pre-qualified Complex (combined data)		CLEC A	CLEC Aggregate			
Metric #		Standard	Performance	Observations	Differen		
	OR-1 - Order Confirmation Timeliness	<u></u>					
R-1-01-2320	Av. Local Service Request Confirmation Time -LSRC -Flow-Through	No Standard	0.27				
R-1-02-2320	% On Time LSRC - Flow-Through	95% within 2 hours	100.00	26825	5.00		
R-1-03-2320	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	No Standard	9.97				
R-1-04-2320	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	95% within 24 hours	98.51	4223	3.51		
R-1-05-2320	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	No Standard	14.21	ILLU	0.01		
R-1-06-2320	% On Time LSRC >=6 Lines - Electronic - No Flow-Through	95% within 72 hours	99.71	346	4.71		
		No Standard		340	4.71		
R-1-07-2320	Average LSRC Time < 6 Lines - Fax		NA NA				
R-1-08-2320	% On Time LSRC < 6 Lines - Fax	95% within 48 hours	NA				
R-1-09-2320	Average LSRC Time >= 6 Lines - Fax	No Standard	NA				
R-1-10-2320	% On Time LSRC >= 6 Lines - Fax	95% within 96 hours	NA				
	OR 2 Reject Timelinese						
DR-2-01-2320	OR-2 - Reject Timeliness Average Local Service Request -LSR- Reject - Time -Flow-Through	No Standard	0.03				
		95% within 2 hours		2499	4.92		
R-2-02-2320		0070 WILLIII E HOGIO	99.92	2499	4.92		
R-2-03-2320	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	10.05				
R-2-04-2320	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 24 hours	98.86	1668	3.86		
R-2-05-2320	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard	11.97				
R-2-06-2320	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00	212	5.00		
R-2-07-2320	Average LSR Reject Time < 6 Lines - Fax	No Standard	NA				
R-2-08-2320	% On Time LSR Reject < 6 Lines - Fax	95% within 48 hours	NA				
R-2-09-2320	Average LSR Reject Time >=6 Lines - Fax	No Standard	NA NA				
DR-2-10-2320		95% within 96 hours	NA NA				
				1			
_	OR-7 -% Order Confirmation/Rejects Sent Within 3 Business Days	_					
DR-7-01-2100	% Order Confirmation/Rejects Sent Within 3 Business Days - POTS	95%	99.98	20785	4.98		
	Complex Services - 2 Wire Digital						
	•	-					
	OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification	_	-				
DR-1-03-2341	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	No Standard	7.14				
DR-1-04-2341	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00	26	5.00		
DR-1-05-2341	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	No Standard	10.98				
DR-1-06-2341	% On Time LSRC >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00	2	5.00		
DR-1-07-2341	Average LSRC Time < 6 Lines - Fax	No Standard	NA				
DR-1-08-2341	% On Time LSRC < 6 Lines - Fax	95% within 96 hours	NA				
OR-1-09-2341	Average LSRC Time >= 6 Lines - Fax	No Standard	NA NA				
OR-1-09-2341	% On Time LSRC >= 6 Lines - Fax	95% within 96 hours	NA NA				
011 1 10 2011				I I			
	OR-2 - Reject Timeliness - Requiring Loop Qualification	_					
DR-2-03-2341	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	7.22				
OR-2-04-2341	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00	33	5.00		
DR-2-05-2341	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard	0.58				
DR-2-06-2341	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00	1	5.00		
DR-2-07-2341		No Standard		'	3.00		
	Average LSR Reject Time < 6 Lines - Fax	95% within 96 hours	NA NA				
DR-2-08-2341	% On Time LSR Reject < 6 Lines - Fax		NA				
OR-2-09-2341	Average LSR Reject Time >= 6 Lines - Fax	No Standard	NA				
DR-2-10-2341	% On Time LSR Reject >= 6 Lines - Fax	95% within 96 hours	NA				
	Complex Services - 2 Wire xDSL Services						
	· ·	_					
DR-1-03-2342	OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification Average LSRC Time < 6 Lines - Electronic - No Flow-Through	No Standard	NA				
DR-1-04-2342		95% within 72 hours	NA NA				
DR-1-05-2342		No Standard	NA				
DR-1-06-2342		95% within 72 hours	NA				
DR-1-07-2342	Average LSRC Time < 6 Lines - Fax	No Standard	NA				
DR-1-08-2342	% On Time LSRC < 6 Lines - Fax	95% within 96 hours	NA				
DR-1-09-2342		No Standard	NA				
DR-1-10-2342		95% within 96 hours	NA NA				
		_					
D 0 00 00 10	OR-2 - Reject Time Iness - Requiring Loop Qualification	No Stor deed	NIA.				
		No Standard	NA				
DR-2-03-2342		95% within 72 hours	NA				
DR-2-04-2342		No Standard	NA				
DR-2-03-2342 DR-2-04-2342 DR-2-05-2342		95% within 72 hours	NA				
OR-2-04-2342 OR-2-05-2342							
OR-2-04-2342 OR-2-05-2342 OR-2-06-2342	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through		NIA.				
DR-2-04-2342 DR-2-05-2342 DR-2-06-2342 DR-2-07-2342	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through Average LSR Reject Time < 6 Lines - Fax	No Standard	NA NA				
DR-2-04-2342 DR-2-05-2342 DR-2-06-2342 DR-2-07-2342 DR-2-08-2342	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through Average LSR Reject Time - 6 Lines - Fax % On Time LSR Reject < 6 Lines - Fax	No Standard 95% within 96 hours	NA				
DR-2-04-2342	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through Average LSR Reject Time < 6 Lines - Fax % On Time LSR Reject < 6 Lines - Fax Average LSR Reject Time >= 6 Lines - Fax	No Standard					

CLEC Aggregate Performance RESALE ORDERING - POTS / SPECIAL SERVICES

	Special Services		CL	EC Aggregate				
Metric #		Standard	Performa	nce Observations	Difference			
	OR-1 - Order Confirmation Timeliness	1						
	Average LSRC Time < 6 Lines - Non DS0, DS1 & DS3 - Electronic - No Flow-Thr % On Time LSRC < 6 Lines - Non DS0, DS1 & DS3 - Electronic - No Flow-Through	No Standard 95% within 48 hours	13.31	000	5.00			
OR-1-04-2214 OR-1-05-2214		No Standard	100.00		5.00			
	Average LSRC Time >= 6 Lines - Non B36, B37 & B33 - Electronic - No Flow-Through	No Standard	NA					
	Average LSRC Time >= 6 Lines -DS1 - Electronic - No Flow-Through	No Standard	NA.					
	Average LSRC Time >= 6 Lines -DS3 - Electronic - No Flow-Through	No Standard	NA					
OR-1-06-2214	% On Time LSRC >=6 Lines - Non DS0, DS1 & DS3 - Electronic - No Flow-Through	95% within 72 hours	66.67	3	-28.33			
	% On Time LSRC >=6 Lines -DS0 - Electronic - No Flow-Through	95% within 72 hours	NA					
	% On Time LSRC >=6 Lines -DS1 - Electronic - No Flow-Through	95% within 72 hours	NA					
	% On Time LSRC >=6 Lines -DS3 - Electronic - No Flow-Through	95% within 72 hours No Standard	NA NA					
	Average LSRC Time < 6 Lines - Non DS0, DS1 & DS3 - Fax % On Time LSRC < 6 Lines - Non DS0, DS1, & DS3 - Fax	95% within 72 hours	NA NA					
	Average LSRC Time >= 6 Lines - Non DS0,DS1, & DS3 - Fax	No Standard	NA NA					
	Average LSRC Time >= 6 Lines -DS0 - Fax	No Standard	NA.					
	Average LSRC Time >= 6 Lines -DS1 - Fax	No Standard	NA					
	Average LSRC Time >= 6 Lines -DS3 - Fax	No Standard	NA					
	% On Time LSRC >= 6 Lines - Non DS0, DS1 & DS3 - Fax	95% within 96 hours	NA					
	% On Time LSRC >= 6 Lines -DS0 - Fax	95% within 96 hours	NA					
	% On Time LSRC >= 6 Lines -DS1 - Fax	95% within 96 hours	NA NA					
OR-1-10-2213	% On Time LSRC >= 6 Lines -DS3 - Fax	95% within 96 hours	NA.					
	OR-2 - Reject Timeliness							
	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	7.35					
	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 48 hours	100.00	64	5.00			
	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard	8.69					
		95% within 72 hours	100.00) 23	5.00			
	Average LSR Reject Time < 6 Lines - Fax % On Time LSR Reject < 6 Lines - Fax	No Standard 95% within 72 hours	NA NA					
	Average LSR Reject Time >=6 Lines - Fax	No Standard	NA NA					
	% On Time LSR Reject >=6 Lines - Fax	95% within 96 hours	NA					
		-						
	POTS / Special Services - Aggregate							
		1						
00.04.000	OR-3 - Percent Rejects	1	40.00	00770				
OR-3-01-2000	% Rejects	No Standard						
		No Standard	13.89	32779				
			/z	CLEC	Difference			
OR-4-01-2000	OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time				Difference			
OR-4-02-2000	OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time Completion Notice – % On Time	No Standard 97% by next business day at noon	0.39 98.75	CLEC	Difference			
OR-4-02-2000 OR-4-04-2000	OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time Completion Notice – % On Time Work Completion Notice – Vay Response Time	No Standard 97% by next business day at noon No Standard	0.39 98.75 0.00	CLEC 22313	1.75			
OR-4-02-2000 OR-4-04-2000	OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time Completion Notice – % On Time	No Standard 97% by next business day at noon	0.39 98.75	CLEC 22313				
OR-4-02-2000 OR-4-04-2000	OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time Completion Notice – % On Time Work Completion Notice – Vay Response Time	No Standard 97% by next business day at noon No Standard 95% by next business day at noon	0.39 98.75 0.00 100.00	22313 26288	1.75	Standard	Compling Error	7 90000
OR-4-02-2000 OR-4-04-2000 OR-4-05-2000	OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time Completion Notice – % On Time Work Completion Notice - 4% Response Time Work Completion Notice - % On Time	No Standard 97% by next business day at noon No Standard 95% by next business day at noon	0.39 98.75 0.00 100.00	CLEC 22313 0 26288 egate VZ	1.75 5.00	Deviation	Sampling Error	Z-Score
OR-4-02-2000 OR-4-04-2000 OR-4-05-2000 OR-4-06-2000	OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time Completion Notice – % On Time Work Completion Notice - % Time Work Completion Notice - % On Time Work Completion Notice - % On Time Avg Duration - Work Completion (SOP) to Bill Comp	No Standard 97% by next business day at noon No Standard 95% by next business day at noon Parity with VZ Retail	0.39 98.75 0.00 100.00 VZ CLEC Aggreen 9.53 29.20	CLEC 22313 26288 VZ 663135	1.75 5.00 CLEC Aggregate 26267		0.38	0.88
OR-4-02-2000 OR-4-04-2000 OR-4-05-2000 OR-4-06-2000 OR-4-07-2000	OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - % On Time Work Completion Notice - Avg Response Time Work Completion Notice - % On Time Avg Duration - Work Completion (SOP) to Bill Comp % SOP to Bill Completion >= 5 Business Days	No Standard 97% by next business day at noon No Standard 95% by next business day at noon Parity with VZ Retail Parity with VZ Retail 0	VZ 0.39 98.75 0.00 100.00 VZ CLEC Aggrr 9.53 29.20 .62 0.33	CLEC 22313 26288 26288 263135 663135	1.75 5.00 CLEC Aggregate 26267 26267	Deviation		
OR-4-02-2000 OR-4-04-2000 OR-4-05-2000 OR-4-06-2000 OR-4-07-2000	OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time Completion Notice – % On Time Work Completion Notice - % Time Work Completion Notice - % On Time Work Completion Notice - % On Time Avg Duration - Work Completion (SOP) to Bill Comp	No Standard 97% by next business day at noon No Standard 95% by next business day at noon Parity with VZ Retail Parity with VZ Retail No Standard 7	72 0.39 98.75 0.00 100.00 72 CLEC Aggr 9.53 29.20 .62 0.33 .59 8.58	CLEC 22313 26288 26288 2663135 2663135 2663135	1.75 5.00 CLEC Aggregate 26267 26267 26267	Deviation	0.38	0.88
OR-4-02-2000 OR-4-04-2000 OR-4-05-2000 OR-4-06-2000 OR-4-07-2000 OR-4-08-2000	OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time Completion Notice – W On Time Work Completion Notice – W, QR sesponse Time Work Completion Notice - W On Time Work Completion Notice - W On Time Avg Duration - Work Completion (SOP) to Bill Comp % SOP to Bill Completion >= 5 Business Days % SOP to Bill Completion > 1 Business Day	No Standard 97% by next business day at noon No Standard 95% by next business day at noon Parity with VZ Retail Parity with VZ Retail No Standard 7	72 0.39 98.75 0.00 100.00 72 CLEC Aggr 9.53 29.20 62 0.33 .59 8.58	CLEC 22313 222313 26288 2663135 663135 663135 CLEC	1.75 5.00 CLEC Aggregate 26267 26267 26267 Difference	Deviation	0.38	0.88
OR-4-02-2000 OR-4-04-2000 OR-4-05-2000 OR-4-06-2000 OR-4-07-2000 OR-4-08-2000 OR-4-09-2000	OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time Completion Notice – % On Time Work Completion Notice - % On Time Work Completion Notice - % On Time Work Completion Notice - % On Time Avg Duration - Work Completion (SOP) to Bill Comp % SOP to Bill Completion >= 5 Business Days % SOP to Bill Completion >= 1 Business Days % SOP to Bill Completion > 1 Business Days	No Standard 97% by next business day at noon No Standard 95% by next business day at noon Parity with VZ Retail Parity with VZ Retail No Standard 7	VZ 0.39 98.75 0.00 100.00 100.00 VZ CLEC Aggri 9.53 29.20 .62 0.33 .59 8.58 VZ	CLEC 22313 26288 263135 663135 663135 CLEC 17143	1.75 5.00 CLEC Aggregate 26267 26267 26267 Difference 4.42	Deviation	0.38	0.88
OR-4-02-2000 OR-4-04-2000 OR-4-05-2000 OR-4-06-2000 OR-4-07-2000 OR-4-08-2000 OR-4-09-2000 OR-4-10-2000	OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time Completion Notice – W On Time Work Completion Notice - W QR Response Time Work Completion Notice - W GR Time Work Completion Notice - W GR Time Avg Duration - Work Completion (SOP) to Bill Comp % SOP to Bill Completion > 5 Business Days % SOP to Bill Completion win 3 Business Days % SOP to Provisioning Completion win 2 Bus Days	No Standard 97% by next business day at noon No Standard 95% by next business day at noon Parity with VZ Retail Parity with VZ Retail No Standard 7 95% in 3 Bus Days of SOP Cmptin 95% in 2 Bus Days of SOP Cmptin	VZ 0.39 98.75 0.000 100.000 100.000 VZ CLEC Aggrav 29.20 0.62 0.33 59 8.58 VZ 99.42 100.000 100.000 100.0000 100.000 100.000 100.000 100.000 100.000 100.0000 100.000 100.000 100.000 100.000 100.000 100.000 100.000 100.000 100.000 100.000 100.000 100.000 100.0000 100.000 100.000 100.000 100.000 100.000 100.000 100.000 100.000 100.000 100.000 100.000 100.000 100.000 100.000 100.000 100.000 100.000 100.000 100.0000 100.000 100.000 100.000 100.000 100.000 100.000 100.000	CLEC 22313 22313 26288 VZ 663135 663135 663135 CLEC 17143 17143	1.75 5.00 CLEC Aggregate 26267 26267 26267 Difference 4.42 5.00	Deviation	0.38	0.88
OR-4-02-2000 OR-4-04-2000 OR-4-05-2000 OR-4-06-2000 OR-4-07-2000 OR-4-08-2000 OR-4-09-2000 OR-4-10-2000	OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time Completion Notice – % On Time Work Completion Notice - % On Time Work Completion Notice - % On Time Work Completion Notice - % On Time Avg Duration - Work Completion (SOP) to Bill Comp % SOP to Bill Completion >= 5 Business Days % SOP to Bill Completion >= 1 Business Days % SOP to Bill Completion > 1 Business Days	No Standard 97% by next business day at noon No Standard 95% by next business day at noon Parity with VZ Retail Parity with VZ Retail No Standard 7	VZ 0.39 98.75 0.00 100.00 100.00 VZ CLEC Aggri 9.53 29.20 .62 0.33 .59 8.58 VZ	CLEC 22313 26288 263135 663135 663135 CLEC 17143	1.75 5.00 CLEC Aggregate 26267 26267 26267 Difference 4.42	Deviation	0.38	0.88
OR-4-02-2000 OR-4-04-2000 OR-4-05-2000 OR-4-06-2000 OR-4-07-2000 OR-4-08-2000 OR-4-09-2000 OR-4-11-2000 OR-4-11-2000	OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time Completion Notice – Wo Time Work Completion Notice - W On Time Work Completion Notice - W On Time Work Completion Notice - W On Time Avg Duration - Work Completion (SOP) to Bill Comp % SOP to Bill Completion > 5 Business Days % SOP to Bill Completion > 1 Business Days % SOP to Bill Completion win 3 Business Days % SOP to Bill Completion win 3 Business Days % SOP to Provisioning Completion win 2 Bus Days % SOP to Provisioning Completion win 2 Bus Days % SOP comp Ord wiout a BCN and PCN win 3 Bus Days % SOP comp Ord wiout a BCN and PCN win 3 Bus Days	No Standard 97% by next business day at noon No Standard 95% by next business day at noon Parity with VZ Retail No Standard 7	VZ 0.39 98.75 0.00 100.	CLEC 22313 0 26288 0 663135 663135 663135 CLEC 17143 0 17182 17177	1.75 5.00 CLEC Aggregate 26267 26267 26267 Difference 4.42 5.00	Deviation	0.38	0.88
OR-4-02-2000 OR-4-04-2000 OR-4-05-2000 OR-4-06-2000 OR-4-07-2000 OR-4-08-2000 OR-4-10-2000 OR-4-11-2000 OR-5-01-2000	OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time Completion Notice – % On Time Work Completion Notice - % On Time Work Completion Notice - % On Time Work Completion Notice - % On Time Avg Duration - Work Completion (SOP) to Bill Comp % SOP to Bill Completion >= 5 Business Days % SOP to Bill Completion >= 1 Business Days % SOP to Bill Completion win 3 Business Days % SOP to Provisioning Completion win 2 Bus Days % SOP to Provisioning Completion win 2 Bus Days % SOP Comp Ord wiout a BCN and PCN win 3 Bus Days OR-5 - Percent Flow-Through % Flow Through - Total	No Standard 97% by next business day at noon No Standard 95% by next business day at noon Parity with VZ Retail No Standard 7	VZ 0.39 98.75 0.00 100.00 120.00 22 CLEC Aggrav 25.53 29.20 6.2 0.33 6.59 8.58 VZ 99.42 100.00 0.00	CLEC 22313 0 26288 VZ 663135 663135 CLEC 17143 0 17182 17177	1.75 5.00 CLEC Aggregate 26267 26267 26267 Difference 4.42 5.00	Deviation	0.38	0.88
OR-4-02-2000 OR-4-04-2000 OR-4-05-2000 OR-4-06-2000 OR-4-07-2000 OR-4-08-2000 OR-4-10-2000 OR-4-11-2000 OR-5-01-2000 OR-5-02-2000	OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time Completion Notice – Wo n Time Work Completion Notice - W Gn Time Avg Duration - Work Completion (SOP) to Bill Comp % SOP to Bill Completion > 5 Business Days % SOP to Bill Completion > 1 Business Days % SOP to Bill Completion win 3 Business Days % SOP to Provisioning Completion win 2 Bus Days % SOP to Provisioning Completion win 2 Bus Days % SOP to Provisioning Completion win 3 Bus Days % SOP to Trough Total % Flow Through - Simple	No Standard 97% by next business day at noon No Standard 95% by next business day at noon Parity with VZ Retail No Standard 7 95% in 2 Bus Days of SOP Cmpltn Not more than 5% No Standard No Standard	vz 0.39 98.75 0.00 100.	CLEC 22313 0 26288 0 663135 663135 663135 CLEC 17143 0 17182 17177	1.75 5.00 CLEC Aggregate 26267 26267 26267 Difference 4.42 5.00 5.00	Deviation	0.38	0.88
OR-4-02-2000 OR-4-04-2000 OR-4-05-2000 OR-4-06-2000 OR-4-07-2000 OR-4-08-2000 OR-4-10-2000 OR-4-11-2000 OR-5-01-2000	OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time Completion Notice – Wo n Time Work Completion Notice - W Gn Time Avg Duration - Work Completion (SOP) to Bill Comp % SOP to Bill Completion > 5 Business Days % SOP to Bill Completion > 1 Business Days % SOP to Bill Completion win 3 Business Days % SOP to Provisioning Completion win 2 Bus Days % SOP to Provisioning Completion win 2 Bus Days % SOP to Provisioning Completion win 3 Bus Days % SOP to Trough Total % Flow Through - Simple	No Standard 97% by next business day at noon No Standard 95% by next business day at noon Parity with VZ Retail No Standard 7	VZ 0.39 98.75 0.00 100.00 120.00 22 CLEC Aggrav 25.53 29.20 6.2 0.33 6.59 8.58 VZ 99.42 100.00 0.00	CLEC 22313 0 26288 0 663135 663135 663135 CLEC 17143 0 17182 17177	1.75 5.00 CLEC Aggregate 26267 26267 26267 Difference 4.42 5.00	Deviation	0.38	0.88
OR-4-02-2000 OR-4-04-2000 OR-4-05-2000 OR-4-06-2000 OR-4-07-2000 OR-4-08-2000 OR-4-10-2000 OR-4-11-2000 OR-5-01-2000 OR-5-02-2000	OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time Completion Notice – Wo n Time Work Completion Notice - W Gn Time Avg Duration - Work Completion (SOP) to Bill Comp % SOP to Bill Completion > 5 Business Days % SOP to Bill Completion > 1 Business Days % SOP to Bill Completion win 3 Business Days % SOP to Provisioning Completion win 2 Bus Days % SOP to Provisioning Completion win 2 Bus Days % SOP to Provisioning Completion win 3 Bus Days % SOP to Trough Total % Flow Through - Simple	No Standard 97% by next business day at noon No Standard 95% by next business day at noon Parity with VZ Retail No Standard 7 95% in 2 Bus Days of SOP Cmpltn Not more than 5% No Standard No Standard	vz 0.39 98.75 0.00 100.	CLEC 22313 0 26288 0 663135 663135 663135 CLEC 17143 17182 17177 31556 31489 28287	1.75 5.00 CLEC Aggregate 26267 26267 26267 Difference 4.42 5.00 5.00	Deviation	0.38	0.88
OR-4-02-2000 OR-4-04-2000 OR-4-05-2000 OR-4-06-2000 OR-4-07-2000 OR-4-09-2000 OR-4-10-2000 OR-4-11-2000 OR-5-01-2000 OR-5-03-2000 OR-6-01-2000	OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time Completion Notice – % On Time Work Completion Notice - % On Time Work Completion Notice - % On Time Work Completion Notice - % On Time Avg Duration - Work Completion (SOP) to Bill Comp % SOP to Bill Completion >= 5 Business Days % SOP to Bill Completion >= 1 Business Days % SOP to Bill Completion win 3 Business Days % SOP to Provisioning Completion win 2 Bus Days % SOP to Provisioning Completion win 2 Bus Days % SOP Comp Ord wiout a BCN and PCN win 3 Bus Days OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Total % Flow Through - Achieved OR-6 - Order Accuracy % Accuracy - Orders	No Standard 97% by next business day at noon No Standard 95% by next business day at noon Parity with VZ Retail No Standard 95% in 2 Bus Days of SOP Cmplin Not more than 5% No Standard No Standard 95% 95% of orders without VZ errors	VZ 0.39 98.75 0.00 100.00 VZ CLEC Aggrava VZ 2 0.33 29.20 0.33 3.59 8.58 VZ 99.42 100.00 0.00 85.19 94.86	CLEC 22313 22313 22313 22313 22313 22313 22313 22313 23232 24232 2	1.75 5.00 CLEC Aggregate 26267 26267 26267 Difference 4.42 5.00 5.00	Deviation	0.38	0.88
OR-4-02-2000 OR-4-04-2000 OR-4-05-2000 OR-4-06-2000 OR-4-07-2000 OR-4-08-2000 OR-4-09-2000 OR-4-11-2000 OR-5-01-2000 OR-5-03-2000 OR-6-01-2000 OR-6-02-2000	OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time Completion Notice – Wo n Time Work Completion Notice - W On Time Work Completion Notice - W On Time Work Completion Notice - Wo Time Avg Duration - Work Completion (SOP) to Bill Comp % SOP to Bill Completion > 5 Business Days % SOP to Bill Completion > 1 Business Days % SOP to Bill Completion win 3 Business Days % SOP to Provisioning Completion win 2 Bus Days % SOP to Provisioning Completion win 3 Bus Days % SOP comp Ord wiout a BCN and PCN win 3 Bus Days % FOW Through - Simple % Flow Through - Simple % Flow Through - Simple % Flow Through - Achieved OR-6 - Order Accuracy % Accuracy - Opportunities	No Standard 97% by next business day at noon No Standard 95% by next business day at noon No Standard 95% by next business day at noon Parity with VZ Retail Position of the VE Retail No Standard 95% in 2 Bus Days of SOP Cmpltin Not more than 5% No Standard No Standard 95% 95% of orders without VZ errors No Standard	VZ 0.39 98.75 0.00 100.	CLEC 22313 0 26288 0 663135 663135 663135 CLEC 17143 0 17182 17177 31556 31489 28287	1.75 5.00 CLEC Aggregate 26267 26267 26267 Difference 4.42 5.00 5.00 -0.14	Deviation	0.38	0.88
OR-4-02-2000 OR-4-04-2000 OR-4-05-2000 OR-4-06-2000 OR-4-07-2000 OR-4-09-2000 OR-4-10-2000 OR-4-11-2000 OR-5-01-2000 OR-5-03-2000 OR-6-01-2000	OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time Completion Notice – % On Time Work Completion Notice - % On Time Work Completion Notice - % On Time Work Completion Notice - % On Time Avg Duration - Work Completion (SOP) to Bill Comp % SOP to Bill Completion >= 5 Business Days % SOP to Bill Completion >= 1 Business Days % SOP to Bill Completion win 3 Business Days % SOP to Provisioning Completion win 2 Bus Days % SOP to Provisioning Completion win 2 Bus Days % SOP Comp Ord wiout a BCN and PCN win 3 Bus Days OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Total % Flow Through - Achieved OR-6 - Order Accuracy % Accuracy - Orders	No Standard 97% by next business day at noon No Standard 95% by next business day at noon Parity with VZ Retail No Standard 95% in 2 Bus Days of SOP Cmplin Not more than 5% No Standard No Standard 95% 95% of orders without VZ errors	VZ 0.39 98.75 0.00 100.00 VZ CLEC Aggrava VZ 2 0.33 29.20 0.33 3.59 8.58 VZ 99.42 100.00 0.00 85.19 94.86	CLEC 22313 22313 22313 22313 22313 22313 22313 22313 23232 24232 2	1.75 5.00 CLEC Aggregate 26267 26267 26267 Difference 4.42 5.00 5.00	Deviation	0.38	0.88
OR-4-02-2000 OR-4-04-2000 OR-4-05-2000 OR-4-06-2000 OR-4-07-2000 OR-4-08-2000 OR-4-09-2000 OR-4-11-2000 OR-5-01-2000 OR-5-03-2000 OR-6-01-2000 OR-6-02-2000	OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time Completion Notice – W On Time Work Completion Notice - W On Time Work Completion Notice - W On Time Work Completion Notice - W On Time Avg Duration - Work Completion (SOP) to Bill Comp % SOP to Bill Completion > 5 Business Days SOP to Bill Completion > 1 Business Days % SOP to Bill Completion win 3 Business Days % SOP to Provisioning Completion win 2 Bus Days % SOP to Provisioning Completion win 3 Bus Days OR-5 - Percent Flow-Through % Flow Through - Simple % Flow Through - Simple % Flow Through - Achieved OR-6 - Order Accuracy % Accuracy - Opportunities % Accuracy - Opportunities % Accuracy - LSRC	No Standard 97% by next business day at noon No Standard 95% by next business day at noon No Standard 95% by next business day at noon Parity with VZ Retail Position of the VE Retail No Standard 95% in 2 Bus Days of SOP Cmpltin Not more than 5% No Standard No Standard 95% 95% of orders without VZ errors No Standard	VZ 0.39 98.75 0.00 100.	CLEC 22313 0 26288 0 663135 663135 663135 CLEC 17143 0 17182 17177 31556 31489 28287	1.75 5.00 CLEC Aggregate 26267 26267 26267 Difference 4.42 5.00 5.00 -0.14	Deviation	0.38	0.88
OR-4-02-2000 OR-4-04-2000 OR-4-05-2000 OR-4-06-2000 OR-4-07-2000 OR-4-09-2000 OR-4-10-2000 OR-5-01-2000 OR-5-03-2000 OR-6-03-2000 OR-6-03-2000	OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time Completion Notice – Wo n Time Work Completion Notice - W On Time Work Completion Notice - W On Time Work Completion Notice - Wo Time Avg Duration - Work Completion (SOP) to Bill Comp % SOP to Bill Completion > 5 Business Days % SOP to Bill Completion > 1 Business Days % SOP to Bill Completion win 3 Business Days % SOP to Provisioning Completion win 2 Bus Days % SOP to Provisioning Completion win 3 Bus Days % SOP comp Ord wiout a BCN and PCN win 3 Bus Days % FOW Through - Simple % Flow Through - Simple % Flow Through - Simple % Flow Through - Achieved OR-6 - Order Accuracy % Accuracy - Opportunities	No Standard 97% by next business day at noon No Standard 95% by next business day at noon No Standard 95% by next business day at noon Parity with VZ Retail Position of the VE Retail No Standard 95% in 2 Bus Days of SOP Cmpltin Not more than 5% No Standard No Standard 95% 95% of orders without VZ errors No Standard	VZ 0.39 98.75 0.00 100.	CLEC 22313 0 26288 0 663135 663135 663135 CLEC 17143 17182 17177 31556 31489 28287	1.75 5.00 CLEC Aggregate 26267 26267 26267 Difference 4.42 5.00 5.00 -0.14	Deviation	0.38	0.88
OR-4-02-2000 OR-4-04-2000 OR-4-05-2000 OR-4-06-2000 OR-4-07-2000 OR-4-09-2000 OR-4-10-2000 OR-5-01-2000 OR-5-03-2000 OR-6-03-2000 OR-6-03-2000	OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time Completion Notice – Wo n Time Work Completion Notice - W On Time Work Completion Notice - W On Time Work Completion Notice - W On Time Avg Duration - Work Completion (SOP) to Bill Comp % SOP to Bill Completion > 5 Business Days % SOP to Bill Completion > 1 Business Days % SOP to Bill Completion win 3 Business Days % SOP to Provisioning Completion win 2 Bus Days % SOP comp Ord wlout a BCM and PCN win 3 Bus Days OR-5 - Percent Flow-Through % Flow Through - Simple % Flow Through - Simple % Flow Through - Achieved OR-6 - Order Accuracy % Accuracy - Otportunities % Accuracy - Opportunities % Accuracy - Opportunities % Accuracy - LSRC OR-8 - Acknowledgement Timeliness % Acknowledgements on time	No Standard 97% by next business day at noon No Standard 95% by next business day at noon Parity with VZ Retail No Standard	VZ 0.39 98.75 0.00 100.	CLEC 22313 0 26288 0 663135 663135 663135 CLEC 17143 17182 17177 31556 31489 28287	1.75 5.00 CLEC Aggregate 26267 26267 26267 Difference 4.42 5.00 5.00 -0.14	Deviation	0.38	0.88
OR-4-02-2000 OR-4-04-2000 OR-4-05-2000 OR-4-06-2000 OR-4-07-2000 OR-4-09-2000 OR-4-10-2000 OR-4-11-2000 OR-5-01-2000 OR-5-03-2000 OR-6-01-2000 OR-6-03-2000 OR-6-03-2000 OR-8-01-2000 OR-8-01-2000	OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time Completion Notice – W On Time Work Completion Notice - W, On Time Work Completion Notice - W, On Time Work Completion Notice - W, On Time Avg Duration - Work Completion (SOP) to Bill Comp % SOP to Bill Completion >= 5 Business Days % SOP to Bill Completion >= 1 Business Days % SOP to Bill Completion win 3 Business Days % SOP to Bill Completion win 3 Business Days % SOP to Provisioning Completion win 2 Bus Days % SOP to Provisioning Completion win 3 Bus Days % SOP to Provisioning Completion win 3 Bus Days % SOP to Provisioning Completion win 3 Bus Days % SOP to Provisioning Completion win 3 Bus Days % SOP to Provisioning Completion win 3 Bus Days % SOP to Provisioning Completion win 3 Bus Days OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Simple % Flow Through - Achieved OR-6 - Order Accuracy % Accuracy - Opportunities % Accuracy - Opportunities % Accuracy - LSRC OR-8 - Acknowledgement Timeliness % Accuracy - Order Acknowledgement Completeness	No Standard 97% by next business day at noon No Standard 95% by next business day at noon Pasting with VZ Retail Parity with VZ Retail No Standard 7 95% in 2 Bus Days of SOP Cmptin 95% in 2 Bus Days of SOP Cmptin Not more than 5% No Standard No Standard 95% of Orders without VZ error No Standard Not more that 5% of LSRCs resent due to VZ error 95% in 2 hours	/Z 0.39 98.75 0.00 100.00 120.	CLEC 22313 22313 26288 663135 663135 663135 CLEC 17143 17182 17177 31556 31489 28287 400 4458 5489	1.75 5.00 CLEC Aggregate 26267 26267 26267 26267 5.00 -0.14 2.75 4.98	Deviation	0.38	0.88
OR-4-02-2000 OR-4-04-2000 OR-4-05-2000 OR-4-06-2000 OR-4-07-2000 OR-4-09-2000 OR-4-10-2000 OR-5-01-2000 OR-5-03-2000 OR-6-03-2000 OR-6-03-2000	OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time Completion Notice – Wo n Time Work Completion Notice - W On Time Work Completion Notice - W On Time Work Completion Notice - W On Time Avg Duration - Work Completion (SOP) to Bill Comp % SOP to Bill Completion > 5 Business Days % SOP to Bill Completion > 1 Business Days % SOP to Bill Completion win 3 Business Days % SOP to Provisioning Completion win 2 Bus Days % SOP comp Ord wlout a BCM and PCN win 3 Bus Days OR-5 - Percent Flow-Through % Flow Through - Simple % Flow Through - Simple % Flow Through - Achieved OR-6 - Order Accuracy % Accuracy - Otportunities % Accuracy - Opportunities % Accuracy - Opportunities % Accuracy - LSRC OR-8 - Acknowledgement Timeliness % Acknowledgements on time	No Standard 97% by next business day at noon No Standard 95% by next business day at noon Parity with VZ Retail No Standard	VZ 0.39 98.75 0.00 100.	CLEC 22313 22313 26288 663135 663135 663135 CLEC 17143 17182 17177 31556 31489 28287 400 4458 5489	1.75 5.00 CLEC Aggregate 26267 26267 26267 Difference 4.42 5.00 5.00 -0.14	Deviation	0.38	0.88
OR-4-02-2000 OR-4-04-2000 OR-4-05-2000 OR-4-06-2000 OR-4-07-2000 OR-4-09-2000 OR-4-10-2000 OR-4-11-2000 OR-5-01-2000 OR-5-03-2000 OR-6-01-2000 OR-6-03-2000 OR-6-03-2000 OR-8-01-2000 OR-8-01-2000	OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time Completion Notice – W On Time Work Completion Notice - W, On Time Work Completion Notice - W, On Time Work Completion Notice - W, On Time Avg Duration - Work Completion (SOP) to Bill Comp % SOP to Bill Completion >= 5 Business Days % SOP to Bill Completion >= 1 Business Days % SOP to Bill Completion win 3 Business Days % SOP to Bill Completion win 3 Business Days % SOP to Provisioning Completion win 2 Bus Days % SOP to Provisioning Completion win 3 Bus Days % SOP to Provisioning Completion win 3 Bus Days % SOP to Provisioning Completion win 3 Bus Days % SOP to Provisioning Completion win 3 Bus Days % SOP to Provisioning Completion win 3 Bus Days % SOP to Provisioning Completion win 3 Bus Days OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Simple % Flow Through - Achieved OR-6 - Order Accuracy % Accuracy - Opportunities % Accuracy - Opportunities % Accuracy - LSRC OR-8 - Acknowledgement Timeliness % Accuracy - Order Acknowledgement Completeness	No Standard 97% by next business day at noon No Standard 95% by next business day at noon Pasting with VZ Retail Parity with VZ Retail No Standard 7 95% in 2 Bus Days of SOP Cmptin 95% in 2 Bus Days of SOP Cmptin Not more than 5% No Standard No Standard 95% of Orders without VZ error No Standard Not more that 5% of LSRCs resent due to VZ error 95% in 2 hours	/Z 0.39 98.75 0.00 100.00 120.	CLEC 22313 22313 26288 663135 663135 663135 CLEC 17143 17182 17177 31556 31489 28287 400 4458 5489	1.75 5.00 CLEC Aggregate 26267 26267 26267 26267 5.00 -0.14 2.75 4.98	Deviation	0.38	0.88

CLEC Aggregate Performance RESALE PROVISIONING - POTS / SPECIAL SERVICES

	POTS - Provisioning - Total	1	Actual Pe	erformance	Number of	Observations			
Metric #		Standard	VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
PR-1-04-2100	PR-1 - Average Interval Offered Average Interval Offered – Dispatch (6-9 Lines)	Parity with VZ Retail	6.45	1.00	328	7	5.62	2.15	
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10 Lines)	Parity with VZ Retail	8.37	2.33	114	3	6.68	3.91	
PR-2-04-2100	PR-2 - Average Completed Interval Average Interval Completed - Dispatch (6-9 Lines)	Parity with VZ Retail	6.12	0.67	263	6	4.66	1.92	
PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)	Parity with VZ Retail	7.92	0.50	86	2	6.78	4.85	
PR-3-01-2100	PR-3 - Completed within Specified Days Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with VZ Retail	76.05	82.66	110432	5830		0.57	11.53
PR-3-02-2100 PR-3-03-2100	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail Parity with VZ Retail	85.42 94.07	94.73 99.67	110432 110432	5830 5830		0.47	19.63 17.64
PR-3-04-2100 PR-3-05-2100		Parity with VZ Retail Parity with VZ Retail	5.55 10.97	11.24 34.22	20300 20300	979 979		0.75 1.02	7.60 22.74
PR-3-06-2100 PR-3-07-2100	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with VZ Retail Parity with VZ Retail	54.90 91.29	87.95 99.06	20300 130732	979 6809		1.63 0.35	20.30 22.17
PR-3-08-2100 PR-3-09-2100	% Completed in 5 Days (1-5 Lines – No Dispatch)	Parity with VZ Retail Parity with VZ Retail	97.93 89.04	99.85 98.98	110432 20300	5830 979		0.19 1.02	10.04 9.72
PR-3-10-2100	% Completed in 6 Days (1-5 Lines - Total)	Parity with VZ Retail	97.49	99.82	130732	6809		0.19	11.98
PR-4-02-2100	PR-4 - Missed Appointments Average Delay Days - Total	Parity with VZ Retail	10.29	4.25	4705	102	44.23	4.43	1.36
PR-4-03-2100 PR-4-04-2100	% Missed Appt. – Customer	No Standard Parity with VZ Retail	3.08 9.18	7.19 4.06	232022 36908	11645 2244		0.63	8.16
PR-4-05-2100 PR-4-08-2100	% Missed Appt. – VZ – No Dispatch	Parity with VZ Retail No Standard	0.67	0.12 0.12	195114	9401 11645		0.09	6.38
PR-4-10-2100 PR-4-11-2100	% Missed Appt. – VZ – Standard Interval (W Coded) Orders – Dispatch	Parity with VZ Retail Parity with VZ Retail	9.29 0.70	3.51 0.13	28963 156657	1510 7968		0.77 0.10	7.54 5.95
	PR-5 - Facility Missed Orders		0.70	0.10	100001	7000		0.10	0.00
PR-5-01-2100 PR-5-02-2100	% Missed Appointment – Verizon – Facilities	Parity with VZ Retail Parity with VZ Retail	1.37 0.01	1.43 0.00	36908 36908	2244 2244		0.25 0.02	-0.24 0.46
PR-5-03-2100	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	0.00	36908	2244		0.02	0.40
PR-6-01-2100	PR-6 - Installation Quality % Installation Troubles reported within 30 Days	Parity with VZ Retail	4.89	3.36	223986	13742		0.19	8.05
PR-6-02-2100 PR-6-03-2100	% Installation Troubles reported within 7 Days	Parity with VZ Retail No Standard	3.17 3.15	2.11	223986 223986	13742 13742		0.15	6.88
111-0-03-2100	PR-8 - Open Orders in a Hold Status	140 Standard	3.13	1.00	223300	10142			
PR-8-01-2100 PR-8-02-2100	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail Parity with VZ Retail	0.00	0.00	232022 232022	11645 11645			
1110022100	70 Open Ordere in a riola diduce y de Baye		0.00	0.00	LOLULL	11010			
	POTS - Business								
PR-1-01-2110	PR-1 - Average Interval Offered	Parity with VZ Retail	2.34	1.14	14593	879	4.48	0.16	7.71
	Average Interval Offered – Total No Dispatch Average Interval Offered – Dispatch (1-5 Lines)	Parity with VZ Retail	4.50	3.27	6509	109	4.36	0.16	2.92
PR-2-01-2110	PR-2 - Average Completed Interval Average Interval Completed – Total No Dispatch	Parity with VZ Retail	2.28	1.07	14286	853	4.25	0.15	8.08
	Average Interval Completed – Total No Dispatch Average Interval Completed – Dispatch (1-5 Lines)	Parity with VZ Retail	4.40	3.30	5545	98	3.96	0.40	2.73
	POTS - Residence	1							
PR-1-01-2120	PR-1 - Average Interval Offered Average Interval Offered - Total No Dispatch	Parity with VZ Retail	0.86	1.04	141441	6678	2.94 3.43	0.04	-4.89
PR-1-03-2120		Parity with VZ Retail	3.98	2.62	18022	1387	3.43	0.10	14.23
PR-2-01-2120	PR-2 - Average Completed Interval Average Interval Completed - Total No Dispatch	Parity with VZ Retail	0.82	1.03	140322	6598	2.59	0.03	-6.44
PR-2-03-2120	Average Interval Completed - Dispatch (1-5 Lines)	Parity with VZ Retail	4.05	2.68	14755	881	3.03	0.11	13.04
	Complex Services - 2 Wire Digital Services	1							
	PR-1 - Average Interval Offered								
PR-1-01-2341 PR-1-02-2341		Parity with VZ Retail Parity with VZ Retail	6.00 6.00	NA 6.00	65 147	2	0.00		
	PR-2 - Average Completed Interval								
PR-2-01-2341 PR-2-02-2341		Parity with VZ Retail Parity with VZ Retail	6.00 6.24	7.00	64 132	1	0.00 1.25	1.25	
	PR-4 - Missed Appointment								
PR-4-02-2341 PR-4-03-2341	% Missed Appt. – Customer	Parity with VZ Retail No Standard	1.89 11.57	6.50 6.67	115 1210	15	1.91	1.36	
PR-4-04-2341 PR-4-05-2341	% Missed Appt VZ - No Dispatch	Parity with VZ Retail Parity with VZ Retail	12.85 0.78	33.33 0.00	817 384	9		13.71 2.97	
PR-4-08-2341 PR-4-10-2341	% Missed Appt. – VZ – Std. Int. (W Coded) Orders – Dispatch	No Standard Parity with VZ Retail	14.00	0.00	750	15 3		20.07	0.20
PK-4-11-2341	% Missed Appt. – VZ – Std. Int. (W Coded) Orders – No Dispatch	Parity with VZ Retail	0.84	0.00	356	10		2.93	0.29
PR-5-01-2341 PR-5-02-2341	PR-5 - Facility Missed Orders % Missed Appointment - Verizon - Facilities % Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.85	0.00	826	6		3.76	
PR-5-02-2341 PR-5-03-2341		Parity with VZ Retail Parity with VZ Retail	0.00	0.00	826 826	6			
DD 6 04 05 ::	PR-6 - Installation Quality	1 n	6.40	0.00	770			0.00	
PR-6-01-2341 PR-6-03-2341	% Installation Troubles reported within 30 Days % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	Parity with VZ Retail No Standard	6.49 6.23	0.00	770 770	9		8.26	
DD 0 04 0044	PR-8 - Open Orders in a Hold Status	Desite with 177 Desire F	0.00	0.00	1210	1 15			
PR-8-01-2341 PR-8-02-2341	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail Parity with VZ Retail	0.00	0.00	1210 1210	15 15			
	continued								

CLEC Aggregate Performance RESALE PROVISIONING - POTS / SPECIAL SERVICES

	Complex Services - 2 Wire xDSL Services	1	Actual P	erformance	Number of	Observations			
	Complex dervices - 2 Wile ADOL dervices		VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard	Sampling Error	Z-Score
Metric#	PR-1 - Average Interval Offered	Standard	- -				Deviation	pg	
PR-1-01-2342	Average Interval Offered – Total No Dispatch	Parity with VZ Retail	3.13	NA	14877		0.48		
PR-1-02-2342	Average Interval Offered – Total Dispatch	Parity with VZ Retail	3.33	NA	2065		0.92	1	
	PR-2 - Average Completed Interval								
PR-2-01-2342		Parity with VZ Retail	3.14	NA	14847		0.51		
PR-2-02-2342	Average Interval Completed – Total Dispatch	Parity with VZ Retail	3.40	NA	1983		1.10		
	PR-4 - Missed Appointment								
PR-4-02-2342	Average Delay Days – Total	Parity with VZ Retail	1.87	NA	129		2.54		
PR-4-03-2342		No Standard	0.37	0.00	27880 2131	14		40.00	
PR-4-04-2342 PR-4-05-2342		Parity with VZ Retail Parity with VZ Retail	3.66 0.05	0.00	25705	12		13.28 0.65	0.08
PR-4-08-2342	% Missed Appt Customer - Due to Late Order Confirmation	No Standard		0.00		14			
PR-4-10-2342	% Missed Appt. – VZ – Std. Int. (W Coded) Orders – Dispatch	Parity with VZ Retail	5.04 0.06	0.00	2065 14877	1 8		21.88	
PR-4-11-2342	% Missed Appt. – VZ – Std. Int. (W Coded) Orders – No Dispatch	Parity with VZ Retail	0.06	0.00	14877	8		0.87	
	PR-5 - Facility Missed Orders								
PR-5-01-2342	% Missed Appointment – Verizon – Facilities	Parity with VZ Retail	1.66	0.00	2175	2		9.04	
PR-5-02-2342 PR-5-03-2342		Parity with VZ Retail Parity with VZ Retail	0.00	0.00	2175 2175	2		_	
FK-5-05-2542	% Orders freid for Facilities > 60 Days	Pality With VZ Retail	0.00	0.00	2175	2			
	PR-6 - Installation Quality								
PR-6-01-2342		Parity with VZ Retail	3.31	6.25	28574	48		2.58	-1.14
PR-6-03-2342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	2.29	4.17	28574	48			
	PR-8 - Open Orders in a Hold Status								
PR-8-01-2342	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	0.00	0.00	27880	14			
PR-8-02-2342	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.00	0.00	27880	14			
	POTS & Complex Aggregate	I							
		_							
DD 1 12 2102	PR-1 - Average Interval Offered Average Interval Offered – Disconnects	Parity with VZ Retail	4.07	1.30	61128	4769	9.10	0.14	20.25
FK-1-12-2103	Average interval Oriered – Disconnects	Pality With VZ Retail	4.07	1.30	01120	4703	9.10	0.14	20.25
	PR-2 - Average Completed Interval	1							
PR-2-18-2103	Average Interval Completed – Disconnects	Parity with VZ Retail	3.42	1.18	65502	4689	8.12	0.12	18.25
	Special Services - Provisioning								
	PR-1 - Average Interval Offered								
PR-1-01-2200	Average Interval Offered – Total No Dispatch	Parity with VZ Retail	10.71	10.22	991	9	6.12	2.05	
PR-1-02-2200 PR-1-06-2210		Parity with VZ Retail Parity with VZ Retail	11.23	7.17 7.50	357	6 2	6.53 5.48	2.69	
PR-1-06-2210 PR-1-07-2211	Average Interval Offered – DS0 Average Interval Offered – DS1	Parity with VZ Retail	9.27 13.12	9.29	464 621	7	6.48	3.88 2.46	
PR-1-08-2213	Average Interval Offered – DS3	Parity with VZ Retail	NA	NA					
PR-1-12-2200	Average Interval Offered – Disconnects	Parity with VZ Retail	7.82	11.20	811	84	5.20	0.60	-5.67
	PR-2 - Average Completed Interval								
PR-2-01-2200	Average Interval Completed – Total No Dispatch	Parity with VZ Retail	10.19	8.75	698	8	5.74	2.04	
PR-2-02-2200 PR-2-06-2210		Parity with VZ Retail Parity with VZ Retail	12.30 9.62	5.50 5.00	245 329	1	7.06 5.90	3.56 5.91	
PR-2-07-2211		Parity with VZ Retail	13.00	9.29	415	7	6.20	2.36	
PR-2-08-2213		Parity with VZ Retail	NA	NA					
PR-2-18-2200	Average Interval Completed – Disconnects	Parity with VZ Retail	9.00	11.63	657	70	6.47	0.81	-3.23
	PR-4 - Missed Appointments	_							
PR-4-01-2200		Parity with VZ Retail	8.40	1.82	1667	55	2.25	3.80	1.73
PR-4-02-2200 PR-4-03-2200		Parity with VZ Retail No Standard	5.31 27.47	14.00 40.00	140 1667	1 55	3.35	3.36	
PR-4-08-2200	% Missed Appt. – Customer – Due to Late Order Confirmation	No Standard		5.45		55			
PR-4-09-2200	% Missed Appt. – VZ – Standard Interval (W Coded) Orders –Total	Parity with VZ Retail	6.29	6.67	1351	15		6.30	0.32 (P)
	PR-5- Facility Missed Orders								
PR-5-01-2200	% Missed Appointment – Verizon – Facilities	Parity with VZ Retail	0.24	0.00	421	15		1.29	0.19
PR-5-02-2200	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.00	0.00	421	15			
PR-5-03-2200	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	0.00	421	15			
	PR-6- Installation Quality								
PR-6-01-2200	% Installation Troubles reported within 30 Days	Parity with VZ Retail	3.97	2.86	982	35		3.36	0.33
PR-6-03-2200	% Installation Troubles reported within 30 Days – FOK/TOK/CPE	No Standard	1.63	0.00	982	35			
	PR-8 - Open Orders in a Hold Status								
	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	0.00	0.00	1667	55			
PR-8-02-2200	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.00	0.00	1667	55			
	Legend Notations defined on Legend sheet - last page	Т							
	addition of Logoria driver ince page	4							

CLEC Aggregate Performance RESALE MAINTENANCE - POTS/SPECIAL SERVICES

	POTS - Maintenance	1	Actual Po	rformance	Number of C	hearyatione			
Metric #	1 010 - Maintenance		VZ	CLEC	VZ	CLEC	Standard	Sampling Error	Z-Score
	MR-2 - Trouble Report Rate	Standard		Aggregate		Aggregate	Deviation	-3	
MR-2-02-2100	Network Trouble Report Rate – Loop	Parity with VZ Retail	1.08	1.00	6080344	168537		0.03	3.21
MR-2-03-2100 MR-2-04-2100	Network Trouble Report Rate – Central Office % Subsequent Reports	Parity with VZ Retail No Standard	0.12 5.91	0.09 6.42	6080344 77345	168537 1948		0.01	3.92
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.79	0.56	6080344	168537			
	MD 2 Missad Banair Annaintments								
MR-3-01-2100	MR-3 - Missed Repair Appointments % Missed Repair Appointment – Loop	Parity with VZ Retail	18.41	11.14	65553	1679		0.96	7.59
MR-3-02-2100	% Missed Repair Appointment - Central Office	Parity with VZ Retail	6.62	11.11	7224	144		2.09	-2.15
MR-3-03-2100	% Missed Repair Appointment — CPE /TOK/FOK	No Standard	8.46	7.50	47918	947			
	MR-4 - Trouble Duration Intervals	_							
MR-4-01-2100	Mean Time To Repair – Total	Parity with VZ Retail	22.14	18.33	72777	1823	24.21	0.57	6.64
MR-4-02-2100 MR-4-03-2100	Mean Time to Repair - Loop Trouble Mean Time To Repair - Central Office Trouble	Parity with VZ Retail Parity with VZ Retail	23.74 7.66	18.86 12.11	65553 7224	1679 144	24.63 13.09	0.61 1.10	8.01 -4.04
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	70.67	79.37	72777	1823		1.08	8.06
MR-4-06-2100 MR-4-07-2100	% Out of Service > 4 hours	Parity with VZ Retail Parity with VZ Retail	80.11	76.30	50309 50309	1481 1481		1.05 1.26	3.62 1.44
MR-4-08-2100	% Out of Service > 12 hours % Out of Service > 24 Hours	Parity with VZ Retail	65.28 27.37	63.47 19.72	50309	1481		1.18	6.51
				-					
MR-5-01-2100	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Parity with VZ Retail	16.76	19.64	72777	1823		0.89	-3.25
WIN 5 01 2100	70 respect reports within 50 bays	Tanty with V2 Netali	10.70	13.04	12111	1020		0.03	0.20
	Complete Comittee Comittee Comittee	1							
	Complex Services - 2 Wire Digital Services	1							
	MR-2 - Trouble Report Rate	_							
MR-2-02-2341	Network Trouble Report Rate – Loop	Parity with VZ Retail	0.57	0.22	74163	4511		0.12	3.01
MR-2-03-2341 MR-2-04-2341	Network Trouble Report Rate – Central Office % Subsequent Reports	Parity with VZ Retail No Standard	0.15 11.79	0.13 11.11	74163 602	4511 18		0.06	0.24
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.83	0.49	74163	4511			
	MR-3 - Missed Repair Appointments								
MR-3-01-2341	% Missed Repair Appointments % Missed Repair Appointment – Loop	Parity with VZ Retail	42.65	60.00	422	10		15.82	-0.77 (P)
MR-3-02-2341	% Missed Repair Appointment – Central Office	Parity with VZ Retail	33.03	33.33	109	6		19.72	1
MR-3-03-2341	% Missed Repair Appointment — CPE /TOK/FOK	No Standard	23.45	40.91	614	22			
	MR-4 - Trouble Duration Intervals	_							
MR-4-01-2341	Mean Time To Repair – Total	Parity with VZ Retail	22.75	17.22	531	16	31.12	7.90	0.70
MR-4-02-2341 MR-4-03-2341	Mean Time to Repair - Loop Trouble Mean Time To Repair - Central Office Trouble	Parity with VZ Retail Parity with VZ Retail	23.55 19.65	24.51 5.08	422 109	10 6	26.27 45.27	8.41 18.98	-0.20 (P)
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	70.06	81.25	531	16		11.62	0.96
MR-4-07-2341	% Out of Service > 12 hours	Parity with VZ Retail	55.89	66.67	297	12		14.62	-0.43 (P)
MR-4-08-2341	% Out of Service > 24 Hours	Parity with VZ Retail	30.98	25.00	297	12		13.62	0.44
	MR-5 - Repeat Trouble Reports	•							
MR-5-01-2341	% Repeat Reports within 30 Days	Parity with VZ Retail	16.20	12.50	531	16		9.35	0.40
		•							
	Complex Services - 2 Wire xDSL Services								
	MR-2 - Trouble Report Rate								
MR-2-02-2342	Network Trouble Report Rate – Loop	Parity with VZ Retail	1.88	1.21	154709	330		0.75	0.89
MR-2-03-2342 MR-2-04-2342	Network Trouble Report Rate – Central Office % Subsequent Reports	Parity with VZ Retail No Standard	0.31 8.37	0.30	154709 3702	330 5		0.31	0.04
MR-2-05-2342	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.57	2.42	154709	330			
	MD 2 Microel Bonois Appointments								
MR-3-01-2342	MR-3 - Missed Repair Appointments % Missed Repair Appointment – Loop	Parity with VZ Retail	22.95	0.00	2906	4		21.04	
MR-3-02-2342	% Missed Repair Appointment - Central Office	Parity with VZ Retail	12.14	0.00	486	1		32.69	
MR-3-03-2342	% Missed Repair Appointment — CPE /TOK/FOK	No Standard	12.67	0.00	2423	8			
	MR-4 - Trouble Duration Intervals	-							
MR-4-02-2342 MR-4-03-2342	Mean Time to Repair - Loop Trouble	Parity with VZ Retail Parity with VZ Retail	29.34 14.50	23.48	2906	1	33.60 20.90	16.81 20.93	
MR-4-04-2342	Mean Time To Repair – Central Office Trouble % Cleared (all troubles) within 24 Hours	Parity with VZ Retail	61.23	3.17 80.00	486 3392	5	20.50	21.81	
MR-4-07-2342	% Out of Service > 12 hours	Parity with VZ Retail	77.32	75.00	2522	4		20.95	
MR-4-08-2342	% Out of Service > 24 Hours	Parity with VZ Retail	37.67	25.00	2522	4		24.25	
	MR-5 - Repeat Trouble Reports	-							
MR-5-01-2342	% Repeat Reports within 30 Days	Parity with VZ Retail	20.11	20.00	3392	5		17.94	
	Special Services - Maintenance	1							
		•							
MR-2-01-2200	MR-2 - Trouble Report Rate Network Trouble Report Rate – Total	Parity with VZ Retail	0.23	0.25	362654	2445		0.10	-0.13
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.28	0.25	362654	2445		5.10	55
	MR-4 - Trouble Duration Intervals								
MR-4-01-2200	MR-4 - Trouble Duration Intervals Mean Time To Repair – Total	Parity with VZ Retail	5.39	6.44	843	6	6.82	9.25	
MR-4-02-2200	Mean Time to Repair - Loop Trouble	Parity with VZ Retail	7.20	5.10	446	5	7.96	11.62	
MR-4-04-2200 MR-4-06-2200	% Cleared (all troubles) within 24 Hours % Out of Service > 4 hours	Parity with VZ Retail Parity with VZ Retail	97.86 48.99	100.00 80.00	843 843	6 5		5.93 22.42	
MR-4-07-2200	% Out of Service > 12 hours	Parity with VZ Retail	6.17	20.00	843	5		10.79	
MR-4-08-2200	% Out of Service > 24 Hours	Parity with VZ Retail	2.14	0.00	843	5		6.49	
	MR-5 - Repeat Trouble Reports								
MR-5-01-2200	% Repeat Reports within 30 Days	Parity with VZ Retail	14.47	0.00	843	6		14.41	
	Legend Notations defined on Legend sheet - last page	7							
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CLEC Aggregate Performance UNE ORDERING - POTS / SPECIAL SERVICES

Metric #	POTS Loop/Pre-Qualified Complex/LNP (combined data)		CLEC Aggregate	
		Standard	Performance Observ	ations Differen
	OR-1 - Order Confirmation Timeliness			
DR-1-01-3331	Av. Local Service Request Confirmation Time - LSRC - Flow-Through	No Standard	0.10	
DR-1-02-3331	% On Time LSRC - Flow-Through	95% within 2 hours	99.83 17	46 4.83
DR-1-03-3331	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	No Standard	12.97	
DR-1-04-3331	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	95% within 24 hours	96.91 10	02 1.91
DR-1-05-3331	Average LSRC Time >= 6 Lines - Electronic - No Flow Through	No Standard	14.96	
DR-1-06-3331	% On Time LSRC >=6 Lines - Electronic - No Flow Through	95% within 72 hours	100.00 50	9 5.00
DR-1-07-3331	Average LSRC Time < 6 Lines - Fax	No Standard	NA	
DR-1-08-3331	% On Time LSRC < 6 Lines - Fax	95% within 48 hours	NA	
DR-1-09-3331	Average LSRC Time >= 6 Lines - Fax	No Standard	NA	
DR-1-10-3331	% On Time LSRC >= 6 Lines - Fax	95% within 96 hours	NA	
		_		
	OR-2 - Reject Timeliness	_		
DR-2-01-3331	Average Local Service Request -LSR Reject - Time - Flow-Through	No Standard	0.01	
DR-2-02-3331	% On Time LSR Reject - Flow-Through	95% within 2 hours	100.00 78	5.00
DR-2-03-3331	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	12.92	
DR-2-04-3331	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 24 hours	98.58 35	3.58
DR-2-05-3331	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard	16.67	
DR-2-06-3331	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	99.47 18	37 4.47
DR-2-07-3331	Average LSR Reject Time < 6 Lines - Fax	No Standard	NA	
DR-2-08-3331	% On Time LSR Reject < 6 Lines - Fax	95% within 48 hours	NA	
DR-2-09-3331	Average LSR Reject Time >=6 Lines - Fax	No Standard	NA	
DR-2-10-3331	% On Time LSR Reject >=6 Lines - Fax	95% within 96 hours	NA NA	
	· · · · · · · · · · · · · · · · · · ·	_	<u> </u>	
	OR-7 -% Order Confirmation/Rejects Sent Within 3 Business Days			
DR-7-01-3100	% Order Confirmation/Rejects Sent Within 3 Business Days - POTS - Platform	95%	99.92 11	97 4.92
DR-7-01-3112	% Order Confirmation/Rejects Sent Within 3 Business Days - Loop	95%	99.75 16	17 4.75
		_	<u>, </u>	
	POTS Platform			
		-		
	OR-1 - Order Confirmation Timeliness	<u></u>	<u> </u>	
R-1-01-3140	Av. Local Service Request Confirmation Time -LSRC -Flow-Through	No Standard	0.02	
R-1-02-3140	% On Time LSRC - Flow-Through	95% within 2 hours	100.00 26	33 5.00
R-1-03-3140	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	No Standard	12.42	
R-1-04-3140	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	95% within 24 hours	98.13 20	28 3.13
R-1-05-3140	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	No Standard	17.13	
R-1-06-3140	% On Time LSRC >=6 Lines - Electronic - No Flow-Through	95% within 72 hours	98.84 34	6 3.84
R-1-07-3140	Average LSRC Time < 6 Lines - Fax	No Standard	NA	
DR-1-08-3140	% On Time LSRC < 6 Lines - Fax	95% within 48 hours	NA	
DR-1-09-3140	Average LSRC Time >= 6 Lines - Fax	No Standard	NA	
R-1-10-3140	% On Time LSRC >= 6 Lines - Fax	95% within 96 hours	NA NA	
311 1 10 01 10	70 OH THING EGINGS T UX	5070 William 50 Hours		
	OR-2 - Reject Timeliness			
DR-2-01-3140	Average Local Service Request -LSR Reject - Time -Flow-Through	No Standard	0.01	
DR-2-02-3140	% On Time LSR Reject - Flow-Through	95% within 2 hours	100.00 69	98 5.00
R-2-03-3140	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	13.55	
DR-2-04-3140	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 24 hours	99.31 86	8 4.31
DR-2-05-3140	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard	14.10	
DR-2-06-3140	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00 17	9 5.00
	Average LSR Reject Time < 6 Lines - Fax	No Standard		
JR-2-07-3140			NA	
OR-2-07-3140 OR-2-08-3140		95% within 48 hours	NA NA	
DR-2-08-3140	% On Time LSR Reject < 6 Lines - Fax		NA	
OR-2-08-3140 OR-2-09-3140		95% within 48 hours		
R-2-08-3140 R-2-09-3140	% On Time LSR Reject < 6 Lines - Fax Average LSR Reject Time >=6 Lines - Fax	95% within 48 hours No Standard	NA NA	
OR-2-08-3140 OR-2-09-3140	% On Time LSR Reject < 6 Lines - Fax Average LSR Reject Time >=6 Lines - Fax % On Time LSR Reject >=6 Lines - Fax	95% within 48 hours No Standard	NA NA	
OR-2-08-3140 OR-2-09-3140	% On Time LSR Reject < 6 Lines - Fax Average LSR Reject Time >=6 Lines - Fax	95% within 48 hours No Standard	NA NA	
OR-2-08-3140 OR-2-09-3140	% On Time LSR Reject < 6 Lines - Fax Average LSR Reject Time >=6 Lines - Fax % On Time LSR Reject >=6 Lines - Fax Complex Services - 2 Wire Digital Services	95% within 48 hours No Standard	NA NA	
DR-2-08-3140 DR-2-09-3140 DR-2-10-3140	% On Time LSR Reject < 6 Lines - Fax Average LSR Reject Time >=6 Lines - Fax % On Time LSR Reject >=6 Lines - Fax Complex Services - 2 Wire Digital Services OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification	95% within 48 hours No Standard 95% within 96 hours	NA NA NA	
0R-2-08-3140 0R-2-09-3140 0R-2-10-3140 0R-2-10-3140	% On Time LSR Reject < 6 Lines - Fax Average LSR Reject Time >= 6 Lines - Fax % On Time LSR Reject >= 6 Lines - Fax Complex Services - 2 Wire Digital Services OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification Average LSRC Time < 6 Lines - Electronic - No Flow-Through	95% within 48 hours No Standard 95% within 96 hours No Standard	NA N	
DR-2-08-3140 DR-2-09-3140 DR-2-10-3140 DR-2-10-3140 DR-1-03-3341 DR-1-04-3341	% On Time LSR Reject < 6 Lines - Fax Average LSR Reject Time >=6 Lines - Fax % On Time LSR Reject >=6 Lines - Fax **Complex Services - 2 Wire Digital Services **OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification **Average LSRC Time < 6 Lines - Electronic - No Flow-Through % On Time LSRC < 6 Lines - Electronic - No Flow-Through	95% within 48 hours No Standard 95% within 96 hours No Standard 95% within 72 hours	NA N	23 5.00
0R-2-08-3140 0R-2-09-3140 0R-2-10-3140 0R-1-03-3140 0R-1-03-3341 0R-1-04-3341 0R-1-05-3341	% On Time LSR Reject < 6 Lines - Fax Average LSR Reject Time >=6 Lines - Fax % On Time LSR Reject >=6 Lines - Fax **Complex Services - 2 Wire Digital Services **OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification **Average LSRC Time < 6 Lines - Electronic - No Flow-Through **OR Time LSRC < 6 Lines - Electronic - No Flow-Through **Average LSRC Time >= 6 Lines - Electronic - No Flow-Through **Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	95% within 48 hours No Standard 95% within 96 hours No Standard 95% within 72 hours No Standard	NA N	3 5.00
0R-2-08-3140 0R-2-09-3140 0R-2-10-3140 0R-1-03-3341 0R-1-04-3341 0R-1-06-3341	% On Time LSR Reject < 6 Lines - Fax Average LSR Reject Time >=6 Lines - Fax % On Time LSR Reject >=6 Lines - Fax **Complex Services - 2 Wire Digital Services **OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification **Average LSRC Time < 6 Lines - Electronic - No Flow-Through **Won Time LSRC < 6 Lines - Electronic - No Flow-Through **Average LSRC Time >= 6 Lines - Electronic - No Flow-Through **Average LSRC Time >= 6 Lines - Electronic - No Flow-Through **Won Time LSRC >=6 Lines - Electronic - No Flow-Through	95% within 48 hours No Standard 95% within 96 hours No Standard 95% within 72 hours No Standard 95% within 72 hours	NA N	23 5.00
0R-2-08-3140 0R-2-09-3140 0R-2-10-3140 0R-1-03-3341 0R-1-04-3341 0R-1-06-3341 0R-1-07-3341 0R-1-07-3341	% On Time LSR Reject < 6 Lines - Fax Average LSR Reject Time >=6 Lines - Fax % On Time LSR Reject Time >=6 Lines - Fax % On Time LSR Reject >=6 Lines - Fax **Complex Services - 2 Wire Digital Services **OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification **Average LSRC Time < 6 Lines - Electronic - No Flow-Through **Average LSRC Time >= 6 Lines - Electronic - No Flow-Through **Average LSRC Time >= 6 Lines - Electronic - No Flow-Through **Average LSRC Time < 6 Lines - Flectronic - No Flow-Through **Average LSRC Time < 6 Lines - Fax **Lines - Fax	95% within 48 hours No Standard 95% within 96 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard	NA	23 5.00
R-2-08-3140 R-2-09-3140 R-2-10-3140 R-1-03-3341 R-1-04-3341 R-1-06-3341 R-1-06-3341 R-1-08-3341	% On Time LSR Reject < 6 Lines - Fax Average LSR Reject Time >=6 Lines - Fax % On Time LSR Reject >=6 Lines - Fax % On Time LSR Reject >=6 Lines - Fax **Complex Services - 2 Wire Digital Services **OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification **Average LSRC Time < 6 Lines - Electronic - No Flow-Through % On Time LSRC < 6 Lines - Electronic - No Flow-Through **Average LSRC Time >= 6 Lines - Electronic - No Flow-Through **Average LSRC Time >= 6 Lines - Electronic - No Flow-Through **Average LSRC Time < 6 Lines - Fax **On Time LSRC < 6 Lines - Fax **On Time LSRC < 6 Lines - Fax	95% within 48 hours No Standard 95% within 96 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 96 hours	NA NA NA NA NA NA NA NA NA	23 5.00
R-2-08-3140 R-2-09-3140 R-2-10-3140 R-1-03-3341 R-1-04-3341 R-1-06-3341 R-1-06-3341 R-1-08-3341 R-1-09-3341	% On Time LSR Reject < 6 Lines - Fax Average LSR Reject Time >= 6 Lines - Fax % On Time LSR Reject >= 6 Lines - Fax % On Time LSR Reject >= 6 Lines - Fax Complex Services - 2 Wire Digital Services OR-1 - Order Confirmation Timelliness - Requiring Loop Qualification Average LSRC Time < 6 Lines - Electronic - No Flow-Through % On Time LSRC < 6 Lines - Electronic - No Flow-Through Average LSRC Time >= 6 Lines - Electronic - No Flow-Through % On Time LSRC >= 6 Lines - Flow % On Time LSRC < 5 Lines - Fax % On Time LSRC < 6 Lines - Fax Average LSRC Time >= 6 Lines - Fax Average LSRC Time >= 6 Lines - Fax	95% within 48 hours No Standard 95% within 96 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard	NA	23 5.00
R-2-08-3140 R-2-09-3140 R-2-10-3140 R-1-03-3341 R-1-04-3341 R-1-06-3341 R-1-06-3341 R-1-08-3341 R-1-09-3341	% On Time LSR Reject < 6 Lines - Fax Average LSR Reject Time >=6 Lines - Fax % On Time LSR Reject >=6 Lines - Fax % On Time LSR Reject >=6 Lines - Fax **Complex Services - 2 Wire Digital Services **OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification **Average LSRC Time < 6 Lines - Electronic - No Flow-Through % On Time LSRC < 6 Lines - Electronic - No Flow-Through **Average LSRC Time >= 6 Lines - Electronic - No Flow-Through **Average LSRC Time >= 6 Lines - Electronic - No Flow-Through **Average LSRC Time < 6 Lines - Fax **On Time LSRC < 6 Lines - Fax **On Time LSRC < 6 Lines - Fax	95% within 48 hours No Standard 95% within 96 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 96 hours	NA NA NA NA NA NA NA NA NA	23 5.00
DR-2-08-3140 DR-2-09-3140 DR-1-03-341 DR-1-03-3341 DR-1-04-3341 DR-1-06-3341 DR-1-08-3341 DR-1-08-3341 DR-1-09-3341	% On Time LSR Reject < 6 Lines - Fax Average LSR Reject Time >= 6 Lines - Fax % On Time LSR Reject >= 6 Lines - Fax % On Time LSR Reject >= 6 Lines - Fax **Complex Services - 2 Wire Digital Services **OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification **Average LSRC Time < 6 Lines - Electronic - No Flow-Through % On Time LSRC < 6 Lines - Electronic - No Flow-Through **Average LSRC Time >= 6 Lines - Electronic - No Flow-Through **Average LSRC Time < 6 Lines - Fax **Average LSRC Time >= 6 Lines - Fax **Average LSRC Time >= 6 Lines - Fax *** On Time LSRC >= 6 Lines - Fax *** On Time LSRC >= 6 Lines - Fax *** On Time LSRC >= 6 Lines - Fax **** Time LSRC >= 6 Lines - Fax ******** Time LSRC >= 6 Lines - Fax ************************************	95% within 48 hours No Standard 95% within 96 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard	NA	3 5.00
DR-2-08-3140 DR-2-09-3140 DR-2-10-3140 DR-1-03-3341 DR-1-05-3341 DR-1-05-3341 DR-1-06-3341 DR-1-07-3341 DR-1-07-3341 DR-1-07-3341 DR-1-07-3341	% On Time LSR Reject < 6 Lines - Fax Average LSR Reject Time >=6 Lines - Fax % On Time LSR Reject Time >=6 Lines - Fax % On Time LSR Reject >=6 Lines - Fax **Complex Services - 2 Wire Digital Services **OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification **Average LSRC Time < 6 Lines - Electronic - No Flow-Through **Average LSRC Time >= 6 Lines - Electronic - No Flow-Through **Average LSRC Time >= 6 Lines - Electronic - No Flow-Through **Average LSRC Time >= 6 Lines - Fax **On Time LSRC >= 6 Lines - Fax **OR-2 - Reject Timeliness - Requiring Loop Qualification	95% within 48 hours No Standard 95% within 96 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 96 hours No Standard 95% within 96 hours	NA	3 5.00
DR-2-08-3140 DR-2-09-3140 DR-2-10-3140 DR-1-03-3341 DR-1-04-3341 DR-1-06-3341 DR-1-08-3341 DR-1-08-3341 DR-1-08-3341 DR-1-08-3341 DR-1-08-3341 DR-1-08-3341	% On Time LSR Reject < 6 Lines - Fax Average LSR Reject Time Section Average LSRC Time > Electronic - No Flow-Through Average LSRC Time < 6 Lines - Electronic - No Flow-Through Average LSRC Time > 6 Lines - Electronic - No Flow-Through Average LSRC Time > 6 Lines - Electronic - No Flow-Through Average LSRC Time > 6 Lines - Electronic - No Flow-Through Average LSRC Time > 6 Lines - Electronic - No Flow-Through Average LSRC Time > 6 Lines - Electronic - No Flow-Through Average LSRC Time < 6 Lines - Fax Average LSRC Time > 6 Lines - Fax Average LSRC Fire > 6 Lines - Fax	95% within 48 hours No Standard 95% within 96 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 96 hours No Standard 95% within 96 hours No Standard	NA N	
DR-2-08-3140 DR-2-09-3140 DR-2-10-3140 DR-1-03-3341 DR-1-04-3341 DR-1-06-3341 DR-1-07-3341 DR-1-07-3341 DR-1-09-3341 DR-1-09-3341 DR-1-09-3341 DR-1-09-3341	% On Time LSR Reject < 6 Lines - Fax Average LSR Reject Time Set Lines - Fax % On Time LSR Reject >=6 Lines - Fax % On Time LSR Reject >=6 Lines - Fax **Complex Services - 2 Wire Digital Services **OR-1 - Order Confirmation Timelliness - Requiring Loop Qualification Average LSRC Time < 6 Lines - Electronic - No Flow-Through No Time LSRC < 6 Lines - Electronic - No Flow-Through Average LSRC Time >= 6 Lines - Electronic - No Flow-Through Average LSRC Time >= 6 Lines - Fax No Time LSRC < 6 Lines - Fax No Time LSRC >=6 Lines - Fax No Time LSRC >=6 Li	95% within 48 hours No Standard 95% within 96 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 96 hours No Standard 95% within 96 hours No Standard 95% within 72 hours	NA N	
DR-2-08-3140 DR-2-09-3140 DR-2-10-3140 DR-1-03-3341 DR-1-04-3341 DR-1-06-3341 DR-1-09-3341 DR-1-09-3341 DR-1-09-3341 DR-2-03-3341 DR-2-03-3341	% On Time LSR Reject < 6 Lines - Fax Average LSR Reject Time > 6 Lines - Fax % On Time LSR Reject >= 6 Lines - Fax Complex Services - 2 Wire Digital Services OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification Average LSRC Time < 6 Lines - Electronic - No Flow-Through % On Time LSRC < 6 Lines - Electronic - No Flow-Through Average LSRC Time > 6 Lines - Electronic - No Flow-Through Average LSRC Time < 6 Lines - Fax No Time LSRC > 5 Lines - Fax Average LSRC Time > 6 Lines - Fax Average LSRC Time > 6 Lines - Fax OR-2 - Reject Timeliness - Requiring Loop Qualification Average LSR Reject Time < 6 Lines - Flectronic - No Flow-Through % On Time LSRC > 6 Lines - Fax OR-2 - Reject Timeliness - Requiring Loop Qualification Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through % On Time LSR Reject < 6 Lines - Electronic - No Flow-Through Average LSR Reject Time > 6 Lines - Electronic - No Flow-Through	95% within 48 hours No Standard 95% within 96 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 96 hours No Standard	NA N	
RR-2-08-3140 RR-2-09-3140 RR-2-10-3140 RR-1-03-3341 RR-1-04-3341 RR-1-06-3341 RR-1-07-3341 RR-1-08-3341 RR-1-03-3341 RR-1-10-3341 RR-2-06-3341 RR-2-06-3341	% On Time LSR Reject < 6 Lines - Fax Average LSR Reject Time Complex Services - 2 Wire Digital Services OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification Average LSRC Time < 6 Lines - Electronic - No Flow-Through No Time LSRC < 6 Lines - Electronic - No Flow-Through Average LSRC Time >= 6 Lines - Electronic - No Flow-Through Average LSRC Time >= 6 Lines - Electronic - No Flow-Through Average LSRC Time < 6 Lines - Fax No Time LSRC >= 6 Lines - Fax CR2 - Reject Time OR-2 - Reject Time No Time LSRC >= 6 Lines - Fax OR-2 - Reject Time No Time LSRC >= 6 Lines - Electronic - No Flow-Through Average LSRC Time >= 6 Lines - Electronic - No Flow-Through No Time LSRC >= 6 Lines - Electronic - No Flow-Through No Time LSR Reject Time < 6 Lines - Electronic - No Flow-Through No Time LSR Reject Time >= 6 Lines - Electronic - No Flow-Through No Time LSR Reject Time >= 6 Lines - Electronic - No Flow-Through No Time LSR Reject Time >= 6 Lines - Electronic - No Flow-Through No Time LSR Reject Fine >= 6 Lines - Electronic - No Flow-Through No Time LSR Reject Fine >= 6 Lines - Electronic - No Flow-Through No Time LSR Reject Fine >= 6 Lines - Electronic - No Flow-Through No Time LSR Reject Fine >= 6 Lines - Electronic - No Flow-Through No Time LSR Reject Sections - Section - No Flow-Through	95% within 48 hours No Standard 95% within 96 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 96 hours No Standard 95% within 96 hours No Standard 95% within 97 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard	NA N	
DR-2-08-3140 DR-2-09-3140 DR-2-10-3140 DR-1-03-3341 DR-1-04-3341 DR-1-06-3341 DR-1-08-3341 DR-1-08-3341 DR-1-08-3341 DR-2-03-3341 DR-2-03-3341 DR-2-06-3341 DR-2-06-3341	% On Time LSR Reject < 6 Lines - Fax Average LSR Reject Time > 6 Lines - Fax % On Time LSR Reject > 6 Lines - Fax **Complex Services - 2 Wire Digital Services **OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification Average LSRC Time < 6 Lines - Electronic - No Flow-Through % On Time LSRC < 6 Lines - Electronic - No Flow-Through Average LSRC Time > 6 Lines - Electronic - No Flow-Through Average LSRC Time < 6 Lines - Fax Average LSRC Time < 6 Lines - Fax Average LSRC Time > 6 Lines - Fax Average LSRC Time > 6 Lines - Fax **On Time LSRC < 6 Lines - Fax **On Time LSRC < 5 Lines - Fax **Or Time LSRC < 5 Lines - Fax **Or Time LSRC < 5 Lines - Fax **Or Time LSRC < 6 Lines - Electronic - No Flow-Through **Or Time LSR Reject Time > 6 Lines - Electronic - No Flow-Through **Or Time LSR Reject Time > 6 Lines - Electronic - No Flow-Through **Or Time LSR Reject Time > 6 Lines - Electronic - No Flow-Through **Or Time LSR Reject = 6 Lines - Electronic - No Flow-Through **Or Time LSR Reject = 6 Lines - Electronic - No Flow-Through **Or Time LSR Reject = 6 Lines - Electronic - No Flow-Through **Or Time LSR Reject = 6 Lines - Electronic - No Flow-Through **Or Time LSR Reject = 6 Lines - Electronic - No Flow-Through **Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through **Average LSR Reject Time < 6 Lines - Flax ***Or Time LSR Reject = 6 Lines - Electronic - No Flow-Through ***Average LSR Reject = 6 Lines - Electronic - No Flow-Through ***Average LSR Reject = 6 Lines - Electronic - No Flow-Through ***Average LSR Reject = 6 Lines - Electronic - No Flow-Through ***Average LSR Reject = 6 Lines - Electronic - No Flow-Through ***Average LSR Reject = 6 Lines - Electronic - No Flow-Through	95% within 48 hours No Standard 95% within 96 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 96 hours No Standard 95% within 96 hours No Standard 95% within 97 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard	NA N	
RR-208-3140 RR-209-3140 RR-2-09-3140 RR-2-10-3140 RR-1-03-3341 RR-1-06-3341 RR-1-06-3341 RR-1-09-3341 RR-1-09-3341 RR-1-09-3341 RR-2-08-3341 RR-2-08-3341 RR-2-08-3341 RR-2-08-3341 RR-2-08-3341	% On Time LSR Reject < 6 Lines - Fax % On Time LSR Reject Time >=6 Lines - Fax % On Time LSR Reject >=6 Lines - Fax **Complex Services - 2 Wire Digital Services **OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification **Average LSRC Time < 6 Lines - Electronic - No Flow-Through **No Time LSRC < 6 Lines - Electronic - No Flow-Through **No Time LSRC >=6 Lines - Electronic - No Flow-Through **No Time LSRC >=6 Lines - Fax **No Time LSRC < 6 Lines - Fax **No Time LSR Reject Time < 6 Lines - Electronic - No Flow-Through **No Time LSR Reject Time >= 6 Lines - Electronic - No Flow-Through **No Time LSR Reject Time >= 6 Lines - Electronic - No Flow-Through **No Time LSR Reject Time >= 6 Lines - Electronic - No Flow-Through **No Time LSR Reject Time >= 6 Lines - Fax **No Time LSR Reject Time >= 6 Lines - Fax **No Time LSR Reject Time >= 6 Lines - Fax **No Time LSR Reject Time >= 6 Lines - Fax **No Time LSR Reject Time >= 6 Lines - Fax **No Time LSR Reject Time >= 6 Lines - Fax **No Time LSR Reject Time >= 6 Lines - Fax	95% within 48 hours No Standard 95% within 96 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 76 hours No Standard 95% within 96 hours No Standard 95% within 96 hours No Standard 95% within 72 hours No Standard 95% within 95 hours	NA N	
RR-2-08-3140 RR-2-09-3140 RR-2-10-3140 RR-1-03-3341 RR-1-04-3341 RR-1-06-3341 RR-1-08-3341 RR-1-09-3341 RR-1-09-3341 RR-1-09-3341 RR-2-03-3341 RR-2-03-3341 RR-2-08-3341 RR-2-08-3341 RR-2-08-3341 RR-2-08-3341	% On Time LSR Reject < 6 Lines - Fax % On Time LSR Reject Time >= 6 Lines - Fax % On Time LSR Reject >= 6 Lines - Fax **Complex Services - 2 Wire Digital Services **OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification Average LSRC Time < 6 Lines - Electronic - No Flow-Through % On Time LSRC < 6 Lines - Electronic - No Flow-Through Average LSRC Time >= 6 Lines - Electronic - No Flow-Through Average LSRC Time <= 6 Lines - Fax % On Time LSRC <= 6 Lines - Fax Average LSRC Time >= 6 Lines - Fax Average LSRC Time >= 6 Lines - Fax Average LSRC Time >= 6 Lines - Fax **OR Time LSRC <= 6 Lines - Fax **OR Time LSRC >= Electronic - No Flow-Through Average LSR Reject Time <= 6 Lines - Electronic - No Flow-Through **OR Time LSRC >= Electronic - No Flow-Through **OR Time LSR Reject Time >= 6 Lines - Electronic - No Flow-Through **OR Time LSR Reject Time >= 6 Lines - Electronic - No Flow-Through **OR Time LSR Reject Time >= 6 Lines - Electronic - No Flow-Through **OR Time LSR Reject Time >= 6 Lines - Electronic - No Flow-Through **OR Time LSR Reject Time >= 6 Lines - Electronic - No Flow-Through **OR Time LSR Reject Time >= 6 Lines - Electronic - No Flow-Through **OR Time LSR Reject <= 6 Lines - Electronic - No Flow-Through **OR Time LSR Reject <= 6 Lines - Electronic - No Flow-Through **OR Time LSR Reject <= 6 Lines - Fax **OR Time LSR Reject <= 6 Lines - Fax **OR Time LSR Reject <= 6 Lines - Fax **OR Time LSR Reject Time >= 6 Lines - Fax **OR Time LSR Reject <= 6 Lines - Fax **OR Time LSR Reject <= 6 Lines - Fax **OR Time LSR Reject Time >= 6 Lines - Fax **OR Time LSR Reject Time >= 6 Lines - Fax ***OR Time LSR Reject Time >= 6 Lines - Fax **OR Time LSR Reject Time >= 6 Lines - Fax ***OR Time LSR Reject Time >= 6 Lines - Fax ***OR Time LSR Reject Time >= 6 Lines - Fax ***OR Time LSR Reject Time >= 6 Lines - Fax ***OR Time LSR Reject Time >= 6 Lines - Fax ***OR Time LSR Reject Time >= 6 Lines - Fax ***OR Time LSR Reject Time >= 6 Lines - Fax ***OR Time LSR Reject Time >	95% within 48 hours No Standard 95% within 96 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 96 hours No Standard 95% within 96 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard	NA N	
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RR-2-08-3140 RR-2-09-3140 RR-2-09-3140 RR-2-10-3140 RR-1-03-3341 RR-1-04-3341 RR-1-05-3341 RR-1-09-3341 RR-1-09-3341 RR-2-08-3341 RR-2-08-3341 RR-2-08-3341 RR-2-08-3341 RR-2-08-3341 RR-2-08-3341 RR-2-08-3341 RR-2-08-3341	% On Time LSR Reject < 6 Lines - Fax % On Time LSR Reject Time >=6 Lines - Fax % On Time LSR Reject >=6 Lines - Fax % On Time LSR Reject >=6 Lines - Fax **Complex Services - 2 Wire Digital Services **OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification **Average LSRC Time < 6 Lines - Electronic - No Flow-Through % On Time LSRC < 6 Lines - Electronic - No Flow-Through % On Time LSRC >=6 Lines - Electronic - No Flow-Through % On Time LSRC >=6 Lines - Fax % On Time LSRC < 6 Lines - Fax % On Time LSRC >=6 Lines - Fax **No Time LSRC >=6 Lines - Fax **OR-2 - Reject Time >= 6 Lines - Fax **OR-2 - Reject Time < 6 Lines - Fax **OR Time LSR Reject Time >= 6 Lines - Electronic - No Flow-Through % On Time LSR Reject < 6 Lines - Electronic - No Flow-Through % On Time LSR Reject - 6 Lines - Electronic - No Flow-Through % On Time LSR Reject < 6 Lines - Fax **No No Time LSR Reject Cime < 6 Lines - Fax **No Time LSR Reject Time < 6 Lines - Fax **No Time LSR Reject Time >=6 Lines - Fax **No	95% within 48 hours No Standard 95% within 96 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 75 hours No Standard 95% within 96 hours No Standard 95% within 96 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 76 hours No Standard 95% within 96 hours No Standard 95% within 96 hours No Standard 95% within 96 hours No Standard 95% within 96 hours	NA N	
RR-2-08-3140 RR-2-09-3140 RR-2-09-3140 RR-2-10-3140 RR-1-03-3341 RR-1-04-3341 RR-1-05-3341 RR-1-08-3341 RR-1-09-3341 RR-1-09-3341 RR-2-03-3341 RR-2-03-3341 RR-2-08-3341 RR-2-08-3341 RR-2-08-3341 RR-2-08-3341 RR-2-08-3341	% On Time LSR Reject < 6 Lines - Fax % On Time LSR Reject Time Set Lines - Fax % On Time LSR Reject >= 6 Lines - Fax **Complex Services - 2 Wire Digital Services **OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification Average LSRC Time < 6 Lines - Electronic - No Flow-Through % On Time LSRC < 6 Lines - Electronic - No Flow-Through Average LSRC Time >= 6 Lines - Electronic - No Flow-Through % On Time LSRC < 6 Lines - Fax **No No Time LSRC < 6 Lines - Fax **No Time LSRC < 6 Lines - Fax **No Time LSRC < 6 Lines - Fax **No Time LSRC < 6 Lines - Fax **OR-2 - Reject Time Set Lines - Fax **OR-2 - Reject Time Set Lines - Fax **OR-3 - Reject Time Set Lines - Fax **OR-3 - Reject Time Set Lines - Fax **No Time LSR Reject Time Set Lines - Electronic - No Flow-Through **No Time LSR Reject Time Set Lines - Electronic - No Flow-Through **No Time LSR Reject Time Set Lines - Fax **No Time LSR Reject Time Set Lines - Fax **No Time LSR Reject Time Set Lines - Fax **No Time LSR Reject Time Set Lines - Fax **No Time LSR Reject Time Set Lines - Fax **No Time LSR Reject Time Set Lines - Fax **No Time LSR Reject Time Set Lines - Fax **No Time LSR Reject Time Set Lines - Fax **No Time LSR Reject Time Set Lines - Fax **No Time LSR Reject Time Set Lines - Fax **Or Time LSR Reject Time Set Lines - Fax **Or Time LSR C set Lines - Fax **Or Time LSR C set Lines - Fax **No Time LSR C set Lines - Fax	95% within 48 hours No Standard 95% within 96 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 96 hours No Standard 95% within 96 hours No Standard 95% within 96 hours No Standard 95% within 96 hours No Standard 95% within 96 hours No Standard 95% within 96 hours No Standard 95% within 96 hours	NA N	
RR-2-08-3140 RR-2-09-3140 RR-2-09-3140 RR-2-10-3140 RR-1-03-3341 RR-1-04-3341 RR-1-05-3341 RR-1-09-3341 RR-1-09-3341 RR-2-08-3341 RR-2-08-3341 RR-2-08-3341 RR-2-08-3341 RR-2-08-3341 RR-2-08-3341 RR-2-08-3341 RR-2-08-3341	% On Time LSR Reject < 6 Lines - Fax % On Time LSR Reject Time >=6 Lines - Fax % On Time LSR Reject >=6 Lines - Fax % On Time LSR Reject >=6 Lines - Fax **Complex Services - 2 Wire Digital Services **OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification **Average LSRC Time < 6 Lines - Electronic - No Flow-Through % On Time LSRC < 6 Lines - Electronic - No Flow-Through **Average LSRC Time >= 6 Lines - Electronic - No Flow-Through **Average LSRC Time >= 6 Lines - Fax **Average LSRC Time < 6 Lines - Fax **Average LSRC Time >= 6 Lines - Fax **Average LSRC Time >= 6 Lines - Fax **Average LSRC Time >= 6 Lines - Fax **On Time LSRC >= 6 Lines - Fax **Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through **Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through **Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through **Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through **Average LSR Reject Time >= 6 Lines - Fax **Average LSR Reject Time < 6 Lines - Fax **Average LSR Reject Time >= 6 Lines - Fax **Average LSR Reject Time >= 6 Lines - Fax **Average LSR Reject Time >= 6 Lines - Fax **Average LSR Reject Time >= 6 Lines - Fax **Average LSR Reject Time >= 6 Lines - Fax **Average LSR Reject Time >= 6 Lines - Fax **Average LSR C Time < 6 Lines - Fax **Average LSR C Time < 6 Lines - Fax **Average LSR C Time < 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR	95% within 48 hours No Standard 95% within 96 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 75 hours No Standard 95% within 96 hours No Standard 95% within 96 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 76 hours No Standard 95% within 96 hours No Standard 95% within 96 hours No Standard 95% within 96 hours No Standard 95% within 96 hours	NA N	
RR-2-08-3140 RR-2-09-3140 RR-2-09-3140 RR-2-10-3140 RR-1-03-3341 RR-1-04-3341 RR-1-06-3341 RR-1-08-3341 RR-1-08-3341 RR-1-08-3341 RR-1-08-3341 RR-2-03-3341 RR-2-03-3341 RR-2-03-3341 RR-2-03-341 RR-2-03-341 RR-2-03-341 RR-2-03-341 RR-2-03-341 RR-2-03-341 RR-2-08-3341	% On Time LSR Reject < 6 Lines - Fax % On Time LSR Reject Time >= 6 Lines - Fax % On Time LSR Reject >= 6 Lines - Fax % On Time LSR Reject >= 6 Lines - Fax **Complex Services - 2 Wire Digital Services **OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification Average LSRC Time < 6 Lines - Electronic - No Flow-Through % On Time LSRC < 6 Lines - Electronic - No Flow-Through Average LSRC Time >= 6 Lines - Fax % On Time LSRC < 5 Lines - Fax **Nerage LSRC Time >= 6 Lines - Fax **Nerage LSR Reject Time >= 6 Lines - Electronic - No Flow-Through **Nerage LSR Reject Time >= 6 Lines - Electronic - No Flow-Through **Nerage LSR Reject Time >= 6 Lines - Electronic - No Flow-Through **Nerage LSR Reject Time >= 6 Lines - Electronic - No Flow-Through **Nerage LSR Reject Time >= 6 Lines - Electronic - No Flow-Through **Nerage LSR Reject Time >= 6 Lines - Electronic - No Flow-Through **Nerage LSR Reject Time >= 6 Lines - Fax **Nerage LSR Reject Time >= 6 Lines - Fax **Nerage LSR Reject Time >= 6 Lines - Fax **Nerage LSR Reject Time >= 6 Lines - Fax **Nerage LSR Reject Time >= 6 Lines - Fax **Nerage LSR Reject Time >= 6 Lines - Fax **Nerage LSR Reject Time >= 6 Lines - Fax **Nerage LSR Time >= 6 Lines - Fax **Nerage	95% within 48 hours No Standard 95% within 96 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 96 hours No Standard 95% within 96 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 96 hours	NA N	
RR-2-08-3140 RR-2-09-3140 RR-2-09-3140 RR-2-10-3140 RR-1-03-3341 RR-1-04-3341 RR-1-05-3341 RR-1-09-3341 RR-1-09-3341 RR-1-09-3341 RR-2-05-3341 RR-2-05-3341 RR-2-05-3341 RR-2-05-3341 RR-2-05-3341 RR-2-05-3341 RR-2-05-3341	% On Time LSR Reject < 6 Lines - Fax % On Time LSR Reject Time Set Lines - Fax % On Time LSR Reject >= 6 Lines - Fax **Complex Services - 2 Wire Digital Services **OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification **Average LSRC Time < 6 Lines - Electronic - No Flow-Through % On Time LSRC < 6 Lines - Electronic - No Flow-Through **Average LSRC Time >= 6 Lines - Electronic - No Flow-Through **Average LSRC Time >= 6 Lines - Electronic - No Flow-Through **Average LSRC Time < 6 Lines - Fax **Average LSRC Time < 6 Lines - Fax **Average LSRC Time >= 6 Lines - Fax **Average LSRC Time >= 6 Lines - Fax **Average LSR Reject Time >= 6 Lines - Fax **OR Time LSRC < 6 Lines - Fax **OR Time LSRC < 6 Lines - Fax **OR Time LSR Reject Time < 6 Lines - Electronic - No Flow-Through **Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through **Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through **Average LSR Reject Time < 6 Lines - Fax **Average LSR Reject Time < 6 Lines - Fax **Average LSR Reject Time >= 6 Lines - Fax **Average LSR Reject Time >= 6 Lines - Fax **Average LSR Reject Time >= 6 Lines - Fax **Average LSR Reject Time >= 6 Lines - Fax **Average LSR Reject Time < 6 Lines - Fax **Average LSR Reject Time < 6 Lines - Fax **Average LSR Reject Time >= 6 Lines - Fax **Average LSR Reject Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average	95% within 48 hours No Standard 95% within 96 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 96 hours No Standard	NA N	
RR-2-08-3140 RR-2-09-3140 RR-2-09-3140 RR-2-10-3140 RR-1-03-3341 RR-1-04-3341 RR-1-05-3341 RR-1-07-3341 RR-1-09-3341 RR-1-09-3341 RR-2-04-3341 RR-2-06-3341 RR-2-08-3341 RR-2-08-3341 RR-2-08-3341 RR-2-08-3341 RR-2-08-3341	% On Time LSR Reject < 6 Lines - Fax % On Time LSR Reject Time >= 6 Lines - Fax % On Time LSR Reject >= 6 Lines - Fax **Complex Services - 2 Wire Digital Services **OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification Average LSRC Time < 6 Lines - Electronic - No Flow-Through % On Time LSRC < 6 Lines - Electronic - No Flow-Through Average LSRC Time >= 6 Lines - Electronic - No Flow-Through % On Time LSRC >= 6 Lines - Fax **Won Time LSRC < Selines - Fax **Average LSRC Time >= 6 Lines - Fax **On Time LSRC >= 5 Lines - Fax **On Time LSRC >= 6 Lines - Fax **On Time LSRC >= 6 Lines - Electronic - No Flow-Through % On Time LSR Reject Time < 6 Lines - Electronic - No Flow-Through % On Time LSR Reject Time >= 6 Lines - Electronic - No Flow-Through % On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through % On Time LSR Reject < 6 Lines - Fax % On Time LSR Reject <= 6 Lines - Fax **Average LSR Reject Time >= 6 Lines - Fax **On Time LSR Reject >= 6 Lines - Fax **On Time LSR Reject <= 6 Lines - Fax **On Time LSR Reject <= 6 Lines - Fax **On Time LSR Reject >= 6 Lines - Fax **On Time LSR Reject >= 6 Lines - Fax **On Time LSR Reject >= 6 Lines - Fax **On Time LSR Reject Time <= 6 Lines - Fax **On Time LSR Reject Time >= 6 Lines - Fax **On Time LSR Reject Time >= 6 Lines - Fax **On Time LSR Reject Time >= 6 Lines - Fax **On Time LSR Reject Time >= 6 Lines - Fax **On Time LSR Reject Time >= 6 Lines - Fax **On Time LSR Reject Time >= 6 Lines - Fax **On Time LSR Reject Time >= 6 Lines - Fax **On Time LSR Reject Time >= 6 Lines - Fax **On Time LSR Reject Time >= 6 Lines - Fax **On Time LSR Reject Time >= 6 Lines - Fax **On Time LSR Reject Time >= 6 Lines - Fax **On Time LSR Reject Time >= 6 Lines - Fax **On Time LSR Reject Time >= 6 Lines - Fax **On Time LSR Reject Time >= 6 Lines - Fax **On Time LSR Reject Time >= 6 Lines - Fax **On Time LSR Reject Time >= 6 Lines -	95% within 48 hours No Standard 95% within 96 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 96 hours No Standard 95% within 96 hours No Standard 95% within 96 hours No Standard 95% within 72 hours No Standard 95% within 96 hours	NA N	
RR-2-08-3140 RR-2-09-3140 RR-2-09-3140 RR-2-10-3140 RR-1-03-3341 RR-1-04-3341 RR-1-05-3341 RR-1-09-3341 RR-1-09-3341 RR-2-05-3341 RR-2-05-3341 RR-2-05-3341 RR-2-05-3341 RR-2-05-3341 RR-2-05-3341 RR-2-05-3341 RR-2-05-3341	% On Time LSR Reject < 6 Lines - Fax % On Time LSR Reject Time Set Lines - Fax % On Time LSR Reject >= 6 Lines - Fax **Complex Services - 2 Wire Digital Services **OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification **Average LSRC Time < 6 Lines - Electronic - No Flow-Through % On Time LSRC < 6 Lines - Electronic - No Flow-Through **Average LSRC Time >= 6 Lines - Electronic - No Flow-Through **Average LSRC Time >= 6 Lines - Electronic - No Flow-Through **Average LSRC Time < 6 Lines - Fax **Average LSRC Time < 6 Lines - Fax **Average LSRC Time >= 6 Lines - Fax **Average LSRC Time >= 6 Lines - Fax **Average LSR Reject Time >= 6 Lines - Fax **OR Time LSRC < 6 Lines - Fax **OR Time LSRC < 6 Lines - Fax **OR Time LSR Reject Time < 6 Lines - Electronic - No Flow-Through **Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through **Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through **Average LSR Reject Time < 6 Lines - Fax **Average LSR Reject Time < 6 Lines - Fax **Average LSR Reject Time >= 6 Lines - Fax **Average LSR Reject Time >= 6 Lines - Fax **Average LSR Reject Time >= 6 Lines - Fax **Average LSR Reject Time >= 6 Lines - Fax **Average LSR Reject Time < 6 Lines - Fax **Average LSR Reject Time < 6 Lines - Fax **Average LSR Reject Time >= 6 Lines - Fax **Average LSR Reject Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average LSR C Time >= 6 Lines - Fax **Average	95% within 48 hours No Standard 95% within 96 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 72 hours No Standard 95% within 96 hours No Standard	NA N	

CLEC Aggregate Performance
UNE ORDERING - POTS / SPECIAL SERVICES

		=		
Metric #	Complex Services - 2 Wire xDSL Loops	Standard	CLEC Aggregate	
metric #	OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification	Standard	Performance Observations Difference	
OR-1-03-3342	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	No Standard	13.87	1
OR-1-04-3342	% On Time LSRC < 6 Lines - Electronic - No Flow -Through	95% within 72 hours No Standard	100.00 115 5.00	1
OR-1-05-3342 OR-1-06-3342	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through % On Time LSRC >=6 Lines - Electronic - No Flow-Through	95% within 72 hours	NA NA	1
		-	<u> </u>	
OR-2-03-3342	OR-2 - Reject Timeliness - Requiring Loop Qualification	No Standard	45.04	1
OR-2-03-3342 OR-2-04-3342	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through % On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 72 hours	15.81 100.00 29 5.00	
OR-2-05-3342	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard	NA STOCK	
OR-2-06-3342	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	NA	
	Complex Services - 2 Wire xDSL Line Sharing	1		
		-		
OR-1-03-3343	OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification	No Occupant	0.07	1
OR-1-03-3343 OR-1-04-3343	Average LSRC Time < 6 Lines - Electronic - No Flow-Through % On Time LSRC < 6 Lines - Electronic - No Flow -Through	No Standard 95% within 72 hours	8.87 100.00 38 5.00	
OR-1-05-3343	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	No Standard	NA Side	1
OR-1-06-3343	% On Time LSRC >=6 Lines - Electronic - No Flow-Through	95% within 72 hours	NA	
	OR-2 - Reject Timeliness - Requiring Loop Qualification			
OR-2-03-3343	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	8.55	
OR-2-04-3343	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00 4 5.00	
OR-2-05-3343 OR-2-06-3343	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through % On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	No Standard 95% within 72 hours	NA NA	1
	, , , , , , , , , , , , , , , , , , ,	_		
	Special Services			
	OR-1 - Order Confirmation Timeliness			
OR-1-03-3214	Average LSRC Time < 6 Lines - Non DS0, DS1 & DS3 - Electronic - No Flow-Thron	No Standard	NA NA	1
OR-1-04-3214	% On Time LSRC < 6 Lines - Non DS0, DS1 & DS3 - Electronic - No Flow-Through	95% within 48 hours	NA NA	
OR-1-05-3214 OR-1-05-3210	Average LSRC Time >= 6 Lines - Non DS0, DS1 & DS3 - Electronic - No Flow-Thro Average LSRC Time >= 6 Lines -DS0 - Electronic - No Flow-Through	No Standard No Standard	NA NA	1
OR-1-05-3210	Average LSRC Time >= 6 Lines -D30 - Electronic - No Flow-Through	No Standard	49.22	
OR-1-05-3213	Average LSRC Time >= 6 Lines -DS3 - Electronic - No Flow-Through	No Standard	28.14	1
OR-1-06-3214 OR-1-06-3210	% On Time LSRC >=6 Lines - Non DS0, DS1 & DS3 - Electronic - No Flow-Through % On Time LSRC >=6 Lines -DS0 - Electronic - No Flow-Through	95% within 72 hours 95% within 72 hours	NA NA	
OR-1-06-3210	% On Time LSRC >=6 Lines -DS0 - Electronic - No Flow-Through	95% within 72 hours	89.84 187 -5.16	1
OR-1-06-3213	% On Time LSRC >=6 Lines -DS3 - Electronic - No Flow-Through	95% within 72 hours	92.31 65 -2.69	
OR-1-07-3214 OR-1-08-3214	Average LSRC Time < 6 Lines - Non DS0, DS1 & DS3 - Fax	No Standard 95% within 72 hours	NA NA	1
OR-1-08-3214 OR-1-09-3214	% On Time LSRC < 6 Lines - Non DS0,DS1, & DS3 - Fax Average LSRC Time >= 6 Lines - Non DS0,DS1 & DS3 - Fax	95% Within 72 hours No Standard	NA NA	1
OR-1-09-3210	Average LSRC Time >= 6 Lines -DS0 - Fax	No Standard	NA	
OR-1-09-3211	Average LSRC Time >= 6 Lines -DS1 - Fax	No Standard	NA NA	1
OR-1-09-3213 OR-1-10-3214	Average LSRC Time >= 6 Lines -DS3 - Fax % On Time LSRC >= 6 Lines - Non DS0, DS1 & DS3 - Fax	No Standard 95% within 96 hours	NA NA	
OR-1-10-3210	% On Time LSRC >= 6 Lines -DS0 - Fax	95% within 96 hours	NA	
OR-1-10-3211 OR-1-10-3213	% On Time LSRC >= 6 Lines -DS1 - Fax % On Time LSRC >= 6 Lines -DS3 - Fax	95% within 96 hours 95% within 96 hours	NA NA	1
OK 1 10 3213	70 OH TIME LONG 2= 0 LINES BOS TAX	30 /6 Within 30 Hours	IVS	
	OR-2 - Reject Timeliness	.		1
OR-2-03-3200 OR-2-04-3200	Average LSR Reject < 6 Lines - Electronic - No Flow-Through % On Time LSR Reject < 6 Lines - Electronic - No Flow Through	No Standard 95% within 48 hours	3.15 100.00 1 5.00	
OR-2-05-3200	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard	19.51	1
OR-2-06-3200	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	97.66 171 2.66	
OR-2-07-3200 OR-2-08-3200	Average LSR Reject Time < 6 Lines - Fax % On Time LSR Reject < 6 Lines - Fax	No Standard 95% within 72 hours	NA NA	1
OR-2-09-3200	Average LSR Reject Time >=6 Lines - Fax	No Standard	NA NA	1
OR-2-10-3200	% On Time LSR Reject >=6 Lines - Fax	95% within 96 hours	NA	
		-		
	POTS / Special Services - Aggregate	J		
	OR-3 - Percent Rejects	_		
OR-3-01-3000	% Rejects	No Standard	33.89 10559	
	OR-4 - Timeliness of Completion Notification		VZ CLEC Difference	
OR-4-01-3000	Completion Notice – Average Response Time	No Standard	1.11	
OR-4-02-3000 OR-4-04-3000	Completion Notice – % On Time Work Completion Notice - Avg Response Time	97% by next business day at noon No Standard	90.70 6605 -6.30 0.00	1
OR-4-05-3000	Work Completion Notice - Wy Response Time Work Completion Notice - W On Time	95% by next business day at noon	100.00 7058 5.00	
	,		VZ CLEC Aggregate VZ CLEC Aggregate	Standard Sampling Error Z-Score
		=		Deviation Sampling Error 2-3core
OR-4-06-3000	Avg Duration - Work Completion (SOP) to Bill Comp	Parity with VZ Retail	29.53 26.60 663135 6793	59.73 0.73 4.02 0.10 1.04
OR-4-07-3000 OR-4-08-3000	% SOP to Bill Completion >= 5 Business Days % SOP to Bill Completion > 1 Business Day	Parity with VZ Retail No Standard	0.62 0.52 663135 6793 7.59 19.51 663135 6793	0.10 1.04
			VZ CLEC Difference	
OR-4-09-3000	% SOP to Bill Completion w/in 3 Business Days	95% in 3 Bus Days of SOP Cmpltn	96.17 1908 1.17	1
OR-4-10-3000	% SOP to Provisioning Completion w/in 2 Bus Days	95% in 2 Bus Days of SOP Cmpltn	100.00 2244 5.00	1
OR-4-11-3000	% SOP Comp Ord w/out a BCN and PCN w/in 3 Bus Days	Not more than 5%	0.00 1949 5.00	
	OR-5 - Percent Flow-Through			
OR-5-01-3000	% Flow Through - Total	No Standard	51.77 9456	
OR-5-02-3000 OR-5-03-3000	% Flow Through - Simple % Flow Through - Achieved	No Standard 95%	50.95 7802 89.23 5486 -5.77	1
OK 5-05-5000	A THE THOUGHT AND INCOME.	9376	55.25 5400 -5.77	
	OR-6 - Order Accuracy	7		1
OR-6-01-3000 OR-6-02-3000	% Accuracy - Orders % Accuracy - Opportunities	95% of Orders without VZ Errors No Standard	98.45 387 3.45 99.94 9376	
OR-6-03-3000	% Accuracy – Local Service Request Confirmation	Not more that 5% of LSRCs resent due to VZ error	0.04 5332 4.96	i
	OR-8 - Acknowledgement Timeliness			
OR-8-01-3000	% Acknowledgement Timeliness % Acknowledgements on time	95% in 2 hours	99.73 4025 4.73	
-		-		
OR-9-01-3000	OR-9 - Order Acknowledgement Completeness % Acknowledgement Completeness	99%	100.00 4025 1.00	
22 0. 0000		<u> </u>	1.00	
	Legend Notations defined on Legend sheet - last page	_		

CLEC Aggregate Performance
UNE PROVISIONING - POTS / SPECIAL SERVICES

	POTS - Provisioning		Actual Pe	rformance	Number of C	Observations			
Metric #	re to Tronslating	Standard	VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
	PR-1 - Average Interval Offered								
PR-1-01-3111 PR-1-01-3122	Average Interval Offered – Total No Dispatch - Hot Cut Loop Average Interval Offered – Total No Dispatch - Other (Switch & INP)	Parity with VZ Retail Parity with VZ Retail	2.34	5.06 1.83	14593 14593	68 35	4.48 4.48	0.54 0.76	-5.00 0.67
PR-1-01-3140	Average Interval Offered – Total No Dispatch - Platform	Parity with VZ Retail Parity with VZ Retail	2.34	1.55	14593	1719	4.48	0.11	6.92
PR-1-03-3112 PR-1-03-3140	Average Interval Offered – Dispatch (1-5 Lines) - Loop Average Interval Offered – Dispatch (1-5 Lines) - Platform	Parity with VZ Retail	4.50 4.50	3.46 3.39	6509 6509	13 82	4.36 4.36	1.21 0.48	0.86 2.29
PR-1-04-3112 PR-1-04-3140	Average Interval Offered – Dispatch (6-9 Lines) - Loop Average Interval Offered – Dispatch (6-9 Lines) - Platform	Parity with VZ Retail Parity with VZ Retail	6.45 6.45	6.00 2.25	328 328	2 4	5.62 5.62	3.99 2.83	
PR-1-05-3112	Average Interval Offered – Dispatch (>= 10 Lines) - Loop	Parity with VZ Retail	8.37	10.00	114	2	6.68	4.76	
PR-1-05-3140	Average Interval Offered – Dispatch (>= 10 Lines) - Platform	Parity with VZ Retail	8.37	2.71	114	7	6.68	2.60	
DD 0 04 0444	PR-2 - Average Completed Interval Average Interval Completed – Total No Dispatch - Hot Cut Loop	Parity with VZ Retail	0.00	5.00	4.4000		4.05	0.50	4.00
PR-2-01-3111 PR-2-01-3122	Average Interval Completed – Total No Dispatch - Other (Switch & INP)	Parity with VZ Retail	2.28 2.28	5.02 1.83	14286 14286	57 35	4.25 4.25	0.56 0.72	-4.86 0.63
PR-2-01-3140 PR-2-03-3112	Average Interval Completed – Total No Dispatch - Platform Average Interval Completed – Dispatch (1-5 Lines) - Loop	Parity with VZ Retail Parity with VZ Retail	2.28 4.40	1.55 2.67	14286 5545	1697 6	4.25 3.96	0.11 1.62	6.69
PR-2-03-3140	Average Interval Completed - Dispatch (1-5 Lines) - Platform	Parity with VZ Retail	4.40	3.47	5545	72	3.96	0.47	1.98
PR-2-04-3112 PR-2-04-3140	Average Interval Completed - Dispatch (6-9 Lines) - Loop Average Interval Completed - Dispatch (6-9 Lines) - Platform	Parity with VZ Retail Parity with VZ Retail	6.12 6.12	5.00 2.67	263 263	3	4.66 4.66	4.67 2.71	
PR-2-05-3112 PR-2-05-3140	Average Interval Completed - Dispatch (>= 10 Lines) - Loop Average Interval Completed - Dispatch (>= 10 Lines) - Platform	Parity with VZ Retail Parity with VZ Retail	7.92 7.92	7.50 1.00	86 86	2	6.78 6.78	4.85 4.85	
110-2-00-0140		Fally Will V2 Relail	1.02	1.00	00		0.70	4.65	
PR-3-01-3142	PR-3 - Completed within X Days - Platform & Other (Switch & INP) % Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with VZ Retail	76.05	33.87	110432	1184		1.25	-33.83
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail	85.42	96.54	110432	1184		1.03	10.78
PR-3-03-3142 PR-3-04-3142	% Completed in 3 Days (1-5 Lines - No Dispatch) % Completed in 1 Day (1-5 Lines - Dispatch)	Parity with VZ Retail Parity with VZ Retail	94.07 5.55	98.65 12.50	110432 20300	1184 72		0.69 2.70	6.64 2.57
PR-3-05-3142 PR-3-06-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with VZ Retail Parity with VZ Retail	10.97 54.90	37.50 45.83	20300 20300	72 72		3.69 5.87	7.19 -1.54
PR-3-07-3142	% Completed in 3 Days (1-5 Lines - Dispatch) % Completed in 4 Days (1-5 Lines - Total)	Parity with VZ Retail	91.29	96.58	130732	1256		0.80	6.62
PR-3-08-3142 PR-3-09-3142	% Completed in 5 Days (1-5 Lines – No Dispatch) % Completed in 5 Days (1-5 Lines – Dispatch)	Parity with VZ Retail Parity with VZ Retail	97.93 89.04	98.99 95.83	110432 20300	1184 72		0.42 3.69	2.55 1.84
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	Parity with VZ Retail	97.49	99.04	130732	1256		0.44	3.49
	PR-4 - Missed Appointments								
PR-4-02-3100 PR-4-03-3100	Average Delay Days – Total	Parity with VZ Retail No Standard	10.29	1.58 2.55	4705 232022	12 3680	44.23	12.78	0.68
PR-4-04-3113	% Missed Appointment – Customer % Missed Appointment – Verizon – Dispatch - Loop New	Parity with VZ Retail	9.18	0.00	36908	105		2.82	3.25
PR-4-04-3140 PR-4-05-3123	Missed Appointment – Verizon – Dispatch - Platform Missed Appointment – Verizon – No Dispatch - Other than Platform & Hot Cut	Parity with VZ Retail Parity with VZ Retail	9.18 0.67	3.85 0.00	36908 195114	208 127		2.01 0.72	2.65 0.93
PR-4-05-3140	% Missed Appointment – Verizon – No Dispatch - Platform	Parity with VZ Retail	0.67	0.12	195114	3240		0.14	3.81
PR-4-07-3540 PR-4-08-3111	% On Time Performance - LNP % MA – Customer – Due to Late Order Conf Hot Cut Loop	95% On Time No Standard		98.55 0.78		207 385		L	3.55
PR-4-08-3123 PR-4-08-3140	% MA – Customer – Due to Late Order Conf Other than Platform & Hot Cut % MA – Customer – Due to Late Order Conf Platform	No Standard No Standard		0.00		232 3448			
PR-4-10-3113	% MA - VZ - Std. Interval (W Coded) Orders - Disp Loop New	Parity with VZ Retail	9.29	0.00	28963	17		7.04	1.32
PR-4-10-3140 PR-4-11-3123	% MA – VZ – Std. Interval (W Coded) Orders – Disp Platform % MA – VZ – Std. Interval (W Coded) Orders – No Disp Other than Platform & Hot	Parity with VZ Retail Parity with VZ Retail	9.29 0.70	4.08 0.00	28963 156657	98 44		2.94 1.26	1.77 0.56
PR-4-11-3140	% MA – VZ – Std. Interval (W Coded) Orders – No Disp Platform	Parity with VZ Retail	0.70	0.21	156657	1942		0.19	2.57
	PR-5- Facility Missed Orders								
PR-5-01-3112 PR-5-01-3140	% Missed Appointment – Verizon – Facilities - Loop % Missed Appointment – Verizon – Facilities - Platform	Parity with VZ Retail Parity with VZ Retail	1.37	0.00	36908 36908	105 208		1.14 0.81	1.21 0.51
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	Parity with VZ Retail	0.01	0.00	36908	105		0.10	0.10
PR-5-02-3140 PR-5-03-3112	% Orders Held for Facilities > 15 Days - Platform % Orders Held for Facilities > 60 Days - Loop	Parity with VZ Retail Parity with VZ Retail	0.01	0.00	36908 36908	208 105		0.07	0.14
PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform	Parity with VZ Retail	0.00	0.00	36908	208			
	PR-6 - Installation Quality								
PR-6-01-3112 PR-6-01-3140	% Installation Troubles reported within 30 Days - Loop % Installation Troubles reported within 30 Days - Platform	Parity with VZ Retail Parity with VZ Retail	4.89 4.89	2.43 1.42	223986 223986	1773 8785		0.51	4.79 14.78
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	Parity with VZ Retail	3.17	1.18	223986	1773		0.42	4.75
PR-6-02-3140 PR-6-03-3112	% Installation Troubles reported within 7 Days - Platform % Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	Parity with VZ Retail No Standard	3.17 3.15	0.69 4.12	223986 223986	8785 1773		0.19	12.99
PR-6-03-3121	% Installation Troubles reported within 30 Days – FOK/TOK/CPE - Other	No Standard	3.15	158.93	223986	56			
	PR-8 - Open Orders in a Hold Status	i							
PR-8-01-3100 PR-8-02-3100	% Open Orders in a Hold Status > 30 Days % Open Orders in a Hold Status > 90 Days	Parity with VZ Retail Parity with VZ Retail	0.00	0.00	232022 232022	3680 3680			
	PR-9 - Hot Cut Loops	•				•			
PR-9-01-3114	% On Time Performance - Hot Cut	95% w/in cut over window		97.40		385			2.40
PR-9-08-3520 PR-9-09-3520	Average Duration of Service Interruption % Supplemented or Cancelled Orders at VZ Request	No Standard No Standard		9.29		7 385			
	Complex Services - 2 Wire Digital Services								
	PR-1 - Average Interval Offered								
PR-1-01-3341 PR-1-02-3341	Average Interval Offered – Total No Dispatch	Parity with VZ Retail Parity with VZ Retail	6.00	NA 5.88	65 147	0	0.00		
PR-1-02-3341	Average Interval Offered – Total Dispatch	Panty with VZ Retail	6.00	5.88	147		0.00	1	
PR-2-01-3341	PR-2 - Average Completed Interval Average Interval Completed – Total No Dispatch	Parity with VZ Retail	6.00	NA	64		0.00		
PR-2-02-3341	Average Interval Completed – Total Dispatch	Parity with VZ Retail	6.24	5.14	132	7	1.25	0.48	
	PR-3 - Completed within X Days								
PR-3-10-3341	% Completed w/in 6 Days (1-5 lines) Total	Parity with VZ Retail	100.00	100.00	43	7			
	PR-4 - Missed Appointments								
PR-4-02-3341 PR-4-03-3341	Average Delay Days – Total % MA – Customer	Parity with VZ Retail No Standard	1.89 11.57	10.00 12.50	115 1210	2 80	1.91	1.36	
PR-4-04-3341 PR-4-05-3341	% MA – VZ – Dispatch % MA – VZ – No Dispatch	Parity with VZ Retail Parity with VZ Retail	12.85	1.30	817	77		3.99	2.90
PR-4-08-3341	% MA – Customer – Due to Late Order Confirmation	No Standard	0.78	0.00	384	2 80		6.24	
PR-4-10-3341 PR-4-11-3341	% MA – VZ – Std. Interval (W Coded) Orders – Dispatch % MA – VZ – Std. Interval (W Coded) Orders – No Dispatch	Parity with VZ Retail Parity with VZ Retail	14.00 0.84	0.00 NA	750 356	47		5.22	2.68
. 11 - 11 0041		,	0.04						
PR-5-01-3341	PR-5 - Facility Missed Orders Missed Appointment – Verizon – Facilities	Parity with VZ Retail	0.85	1.28	826	78		1.09	-0.40
PR-5-02-3341 PR-5-03-3341	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with VZ Retail Parity with VZ Retail	0.00	1.28 0.00	826 826	78 78			
		I way wall 12 Notal	0.00	0.00	020				
PR-6-01-3341	PR-6 - Installation Quality % Installation Troubles reported within 30 Days	Parity with VZ Retail	6.49	13.75	770	80		2.89	-2.51
PR-6-03-3341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	6.23	6.25	770	80			
	PR-8 - Open Orders in a Hold Status								
PR-8-01-3341 PR-8-02-3341	% Open Orders in a Hold Status > 30 Days % Open Orders in a Hold Status > 90 Days	Parity with VZ Retail Parity with VZ Retail	0.00	0.00	1210 1210	80 80		\vdash	
	continued	. ,							

CLEC Aggregate Performance
UNE PROVISIONING - POTS / SPECIAL SERVICES

Ref. ## ## ## ## ## ## ##		Complex Services - 2 Wire xDSL Services	1	Actual Pe	rformance	Number of	Observations			
PR-4-1-1-32 M.M V.Z Sta barrow (V. Coode) Codes - Departer Prop. whit V. Protect Code	Metric #		Standard		CLEC		CLEC		Sampling Error	Z-Score
PR-41-01-032	DD-4-10-3343	PR-4 - Missed Appointments W MA - VZ - Std Interval (NV Coded) Orders - Dispatch	Parity with 1/7 Retail	5.03	3.26	2066	215		1.57	1 12
PR-1-01-324										
PR-1-1-2-342		Complex Services - 2 Wire xDSL Loops]							
PR-1-1-2-342		PR-1 - Average Interval Offered								
PR-2-01-3324 PR-2		Average Interval Offered – Total No Dispatch			6.00	14877	2	0.48		
PR-2-1-3-342	110-1-02-0342		NO Statidato	3.33	3.30	2000	102	0.02		
## 23-10-3342 Fig. 4. Missed Appoinments Fisher Fis		Average Interval Completed – Total No Dispatch			5.50		2			
	PR-2-02-3342		No Standard	3.40	5.54	1983	127	1.10		
## A- Usage Aground Ligarity of Part of Disposition ## A- Usage Aground Ligarity of Part of Disposition ## A- Usage Aground Ligarity of Part of Disposition ## A- Usage Aground Ligarity of Part of Disposition ## A- Usage Aground Ligarity of Di	PR-3-10-3342		95% on Time		98.43		127			3.43
PR-4-03342 New Contents Professional P			•							
PR-4-0-3342 Pr-4-0-3242		Average Delay Days – Total						3.64	1.55	
PR-4-03342 PR-4-163342 PR-4-163342 PR-4-163462 P		% MA – Customer				27880			Г	4.00
PR-6-01-3342 PR-6-02-3342 PR-6-02-3342 PR-6-03-342 PR-6-03-343 PR-	PR-4-08-3342	% MA – Customer – Due to Late Order Confirmation	No Standard	3.00	0.00	2131	316		_	
PR-01-3342 PR-02-3342 PR-	PR-4-14-3342		95% on Time		98.67		301			3.67
PR-6-03342 (Scholars Hold for Facilities - 5 Days) PR-6-03342 (Scholars Hold for Facilities - 5 Days) PR-6-03342 (Scholars Hold for Facilities - 5 Days) PR-6-13342 (Scholars Hold for Facilities - 1 Days) PR-6-13342 (Scholars Hold for Facilities - 1 Days) PR-6-13342 (Scholars Hold for Facilities - 1 Days) PR-6-13342 (Scholars Hold Facilities - 1 Days) PR-6-13343 (Scholars Hold Facilities - 1 Days) PR-1-13343 (Scholars Hold Facilities - 1 Days) PR-1-13444 (Scholars Hold Facilities - 1 Days) P	PR-5-01-3342		Parity with VZ Retail	1.66	1.30	2175	307		0.78	0.46
PR-6-013312 PR-6-013313	PR-5-02-3342	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.00	0.00	2175	307			
PR-6-03-342 PR-6-03-342 PR-9-03-342 PR-9-03-343 PR-10-13-343 PR-10-13-343 PR-10-13-343 PR-10-13-343 PR-10-13-343 PR-10-13-343 PR-10-13-343 PR-9-03-343	PR-5-03-3342	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	0.00	2175	307			
PR-6-03-342 PR-8- Open Orders in a Hold Status	DD-6-01-3342	PR-6 - Installation Quality	Davis with Dated DOTS Named	9.50	0.19	50192	216		1.65	0.10
PR-8-02-3342 PR-9-02-3343 PR-9-03-3342 PR-9-03-3343 PR-9									1.00	0.13
PR-8-02-3342 % Open Orders in a Hold Status > 90 Days			_							
PR-1-02-3343 PR-1-02-3343 PR-1-02-3344 PR-1-02-3345 PR-1-02-3345 PR-1-02-3346 PR-1		% Open Orders in a Hold Status > 30 Days % Open Orders in a Hold Status > 90 Days				526 526	316 316			
PR-1-1-3343			-				•			
PR-1-01-343 Average Interval Offered - Total Dispatch Party with V.Z Real Party		Complex Services - 2 Wire xDSL Line Sharing]							
PR-1-02-3343		PR-1 - Average Interval Offered	_							
PR-2-1-343		Average Interval Offered – Total No Dispatch Average Interval Offered – Total Dispatch	Parity with VZ Retail Parity with VZ Retail							
PR-2-01-343 Average Interval Completed - Total No Dispatch Park ywth VZ Retal Average Interval Completed - Total Dispatch Park ywth VZ Retal Average Interval Completed - Total Dispatch Park ywth VZ Retal Average Interval Completed - Total Dispatch Park ywth VZ Retal Average Interval Completed - Total Dispatch Park ywth VZ Retal Average Interval Completed - Total Dispatch Park ywth VZ Retal Average Interval Completed - Total Dispatch Park ywth VZ Retal Average Interval Completed - Total Dispatch Park ywth VZ Retal Average Interval Completed - Total Dispatch Park ywth VZ Retal Average Interval Completed - Total Dispatch Park ywth VZ Retal Average Interval Completed - Total Dispatch Park ywth VZ Retal Average Interval Completed - Total Dispatch Park ywth VZ Retal Average Interval Completed - Total Dispatch Park ywth VZ Retal Average Interval Completed - Total Dispatch Park ywth VZ Retal Average Interval Completed - Total Dispatch Park ywth VZ Retal Average Interval Completed - Total Dispatch Park ywth VZ Retal Average Interval Completed - Total Dispatch Park ywth VZ Retal Average Interval Completed - Total Dispatch Park ywth VZ Retal Average Interval Completed - Total Dispatch Park ywth VZ Retal Average Interval Completed - Total Dispatch Park ywth VZ Retal Average Interval Completed - Disponents Park ywth VZ Retal Average Interval Completed - Disponents Park ywth VZ Retal Average Interval Completed - Disponents Park ywth VZ Retal Average Interval Completed - Disponents Park ywth VZ Retal Average Interval Completed - Disponents Park ywth VZ Retal Average Interval Completed - Disponents Park ywth VZ Retal Average Interval Completed - Disponents Park ywth VZ Retal Average Interval Completed - Disponents Park ywth VZ Retal Average Interval Completed - Disponents Park ywth VZ Retal Average Interval Completed - Disponents Park ywth VZ Retal Average Interval Completed - Disponents Park ywth VZ Re		`								
PR-3 - Completed within X Days		Average Interval Completed – Total No Dispatch	Parity with VZ Retail	3.14				0.51	0.05	3.87
PR-3-03-3343 % Completed win 3 Days (1-5 lines) No Dispatch PR-3-10-3343 % Completed win 6 Days (1-5 lines) No Dispatch PR-3-10-3343 % Completed win 6 Days (1-5 lines) No Dispatch PR-3-10-3343 PR-4-02-3343 PR-4-02	PR-2-02-3343		Parity with VZ Retail	3.40	2.88	1983	25	1.10	0.22	2.35
PR-3-10-3343 Scompleted with 6 Days (1-5 lines) Total Parity wt VZ Retal Parity wt VZ R	DD 2 02 2242	PR-3 - Completed within X Days	T Profession (A/Z Postell	90 AF	00.00	14700	00		2.20	2 22
PR-4-02-343		% Completed with 5 Days (1-5 lines) No Dispatch % Completed with 6 Days (1-5 lines) Total				16734	122			
PR-4-02-343		PR-4 - Missed Appointments								
PR-8-04-3343 % MA - VZ - Dispatch % MA - Customer - Due to Late Order Confirmation PR-5-04-3343 PR-4-08-3343 PR-4-08-3343 PR-5-03-3343 PR-5-	PR-4-02-3343	Average Delay Days – Total	Parity with VZ Retail				3	2.54	1.48	
PR-4-05-3343 MA — VZ - No Dispatch MA — VZ - No		% MA – VZ – Dispatch				2131	31		3.40	-0.82
PR-5-01-3343 PR-5-02-3343 PR-5-02-3343 PR-5-02-3434 PR-5		% MA – VZ – No Dispatch		0.05		25705			0.20	0.25
PR-5-02-3343 % Missed Appointment - Vertizon - Facilities Parky with VZ Retal Pa	1104-00-0040		NO Statidato		0.00		100			
PR-5-02-3343 % Orders Heid for Facilities > 15 Days Parfly with VZ Retal D.00 D.00 2175 32 Parfly with VZ Retal Parfly with VZ Retal D.00 D.00 2175 32 Parfly with VZ Retal D.00 D.0	PR-5-01-3343		Parity with 1/7 Retail	1.66	3 13	2175	32		2 28	-0.65
PR-6-01-3343 PR-6-01-3343 St. Installation Toubles reported within 30 Days Parfly with VZ Retail No Standard 2.29 5.63 28574 160 1.42 1.45	PR-5-02-3343	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.00	0.00	2175	32		L.LO	0.00
PR-6-01-3343 % Installation Toubles reported within 30 Days PR-6-03-343 % Installation Toubles reported within 30 Days PR-6-03-343 % Installation Toubles reported within 30 Days PR-6-03-343 PR-8-0-23-343	PR-5-03-3343	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	0.00	2175	32			
PR-6-03-3343	DD-6-01-3343		Bority with \/7 Potoil	2 21	1.25	28574	160		1.42	1.45
PR-8-02-3343 % Open Orders in a Hold Status > 30 Days Partity with VZ Retal 0.00 0.00 27880 160	PR-6-03-3343	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	2.29					1.42	1.40
PR-8-02-3343			_							
POTS & Complex Aggregate		% Open Orders in a Hold Status > 30 Days % Open Orders in a Hold Status > 90 Days					160 160			
PR-1 - Average Interval Offered PR-1-12-3133 Average Interval Offered - Disconnects Parky with VZ Retail 4.07 3.17 61128 1104 9.10 0.28 3.26 PR-2-18-3133 Average Interval Completed - Disconnects Parky with VZ Retail 3.42 3.04 65502 1063 8.12 0.25 1.51			_							
PR-1-12-3133 Average Interval Offered - Disconnects Parity with VZ Retail 4.07 3.17 61128 1104 9.10 0.28 3.26 PR-2-18-1313 PR-2-18-1313 Average Interval Completed - Disconnects Parity with VZ Retail 4.07 3.17 61128 1104 9.10 0.28 3.26 PR-2-18-1313 Average Interval Completed - Disconnects Parity with VZ Retail 3.42 3.04 65502 1063 8.12 0.25 1.51		POTS & Complex Aggregate	I							
PR-1-12-3133 Average Interval Offered - Disconnects Parity with VZ Retail 4.07 3.17 61128 1104 9.10 0.28 3.26 PR-2-18-1313 PR-2-18-1313 Average Interval Completed - Disconnects Parity with VZ Retail 4.07 3.17 61128 1104 9.10 0.28 3.26 PR-2-18-1313 Average Interval Completed - Disconnects Parity with VZ Retail 3.42 3.04 65502 1063 8.12 0.25 1.51		PR-1 - Average Interval Offered	_							
PR-2-18-3133 Average Interval Completed - Disconnects Parity with VZ Retail 3.42 3.04 65502 1063 8.12 0.25 1.51	PR-1-12-3133	Average Interval Offered – Disconnects	Parity with VZ Retail	4.07	3.17	61128	1104	9.10	0.28	3.26
	PR-2-18-3133	PR-2 - Average Completed Interval Average Interval Completed – Disconnects	Parity with VZ Retail	3.42	3.04	65502	1063	8.12	0.25	1.51

CLEC Aggregate Performance UNE PROVISIONING - POTS / SPECIAL SERVICES

	Special Services - Provisioning		Actual Pe	erformance	Number of	Observations			
			VZ	CLEC	VZ	CLEC	Standard	Sampling Error	Z-Score
Metric #		Standard		Aggregate	*-	Aggregate	Deviation	oumping Error	2 00010
	PR-1 - Average Interval Offered								
PR-1-01-3200	Average Interval Offered – Total No Dispatch	Parity with VZ Retail	10.71	12.33	991	6	6.12	2.51	
PR-1-02-3200	Average Interval Offered – Total Dispatch	Parity with VZ Retail	11.23	12.92	357	73	6.53	0.84	-2.01
PR-1-06-3210	Average Interval Offered – DS0	Parity with VZ Retail	9.27	10.00	464	1	5.48	5.49	
PR-1-07-3211	Average Interval Offered – DS1	Parity with VZ Retail	13.12	12.26	621	27	6.48	1.27	0.68
PR-1-08-3213	Average Interval Offered – DS3	Parity with VZ Retail	NA	NA					
PR-1-09-3510	Average Interval Offered – Total - EEL	Parity with VZ Retail	13.12	14.12	621	41	6.48	1.04	-0.96
PR-1-09-3530	Average Interval Offered – Total - IOF	Parity with VZ Retail	NA	9.73		11			
PR-1-12-3200	Average Interval Offered – Disconnects	Parity with VZ Retail	7.82	5.11	811	9	5.20	1.74	
	PR-2 - Average Completed Interval								
PR-2-01-3200	Average Interval Completed – Total No Dispatch	Parity with VZ Retail	10.19	11.00	698	4	5.74	2.88	
PR-2-02-3200	Average Interval Completed – Total Dispatch	Parity with VZ Retail	12.30	12.89	245	37	7.06	1.25	-0.47
PR-2-06-3210	Average Interval Completed - DS0	Parity with VZ Retail	9.62	10.00	329	1	5.90	5.91	
PR-2-07-3211	Average Interval Completed – DS1	Parity with VZ Retail	13.00	12.00	415	14	6.20	1.68	0.59
PR-2-08-3213	Average Interval Completed – DS3	Parity with VZ Retail	NA	NA					
PR-2-09-3510	Average Interval Completed – EEL	See Legend		13.55		22			
PR-2-09-3530	Average Interval Completed – IOF	See Legend		11.00		5			
PR-2-18-3200	Average Interval Completed – Disconnects	Parity with VZ Retail	9.00	5.33	657	6	6.47	2.65	
	PR-4 - Missed Appointments								
PR-4-01-3200	% Missed Appointment - Verizon - Total - Specials	Parity with VZ Retail	8.40	5.00	1667	40		4.44	0.77
PR-4-01-3510	% Missed Appointment - Verizon - Total - EEL	Parity w/ Retail DS1	9.84	4.29	772	70		3.72	1.49
PR-4-01-3530	% Missed Appointment - Verizon - Total -IOF	Parity w/ Retail DS3	NA	0.00	112	19		3.72	1.40
PR-4-02-3200	Average Delay Days - Total - Specials	Parity w/ Retail DS3	5.31	1.00	140	2	3.35		
PR-4-02-3510	Average Delay Days - Total - Specials Average Delay Days - Total - EEL		4.92	1.00	76	3	2.87	-	
		Parity w/ Retail DS1		1.00 NA	76	3	2.87		
PR-4-02-3530	Average Delay Days - Total - IOF	Parity w/ Retail DS3	NA	38.98		59			
PR-4-03-3200	% Missed Appointment – Customer - Specials	No Standard	27.47		1667				
PR-4-03-3510	% Missed Appointment – Customer - EEL	No Standard	28.37	28.57	772	70			
PR-4-08-3200	% MA – Customer – Due to Late Order Confirmation - Specials	No Standard		43.48		23			
PR-4-09-3200	% MA - Verizon - Standard Interval (W Coded) Orders - Total - Specials	Parity with VZ Retail	6.29	8.70	1351	23		5.11	-0.17 (P)
PR-4-09-3510	% MA - Verizon - Standard Interval (W Coded) Orders - Total - EEL	Parity w/ Retail DS1	7.72	5.41	622	37		4.52	0.51
PR-4-09-3530	% MA - Verizon - Standard Interval (W Coded) Orders - Total - IOF	Parity w/ Retail DS3	NA	0.00		11			
	PR 5 - % Missed Appointment - Verizon - Facilities								
PR-5-01-3200	% Missed Appointment - Verizon - Facilities	Parity with VZ Retail	0.24	1.71	421	117		0.51	-2.87
PR-5-02-3200	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.00	0.00	421	117		0.01	
PR-5-03-3200	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	0.00	421	117			
1110 00 0200	70 Order of Facilities 2 of Bays	runy wan va room	0.00	0.00	72.				
	PR-6 - Installation Quality								
PR-6-01-3200	% Installation Troubles reported within 30 Days	Parity with VZ Retail	3.97	8.22	982	146		1.73	-2.45
PR-6-03-3200	% Installation Troubles reported within 30 Days – FOK/TOK/CPE	No Standard	1.63	0.68	982	146			
	PR-7 - Jeopardy Reports								
PR-7-01-3510	% Orders with Jeopardy Status - EEL	No Standard		27.05		122			
FR-7-01-3310	% Orders with Jeopardy Status - EEL	No Standard		27.03		122			
	PR-8 - Open Orders in a Hold Status								
PR-8-01-3200	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	0.00	0.00	1667	40			
PR-8-01-3510	% Open Orders in a Hold Status > 30 Days - EEL	Parity w/ Retail DS1	0.00	1.43	772	70			
PR-8-01-3530	% Open Orders in a Hold Status > 30 Days - IOF	Parity w/ Retail DS3	NA	0.00		19			
PR-8-02-3200	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.00	0.00	1667	40			
PR-8-02-3510	% Open Orders in a Hold Status > 90 Days - EEL	Parity w/ Retail DS1	0.00	0.00	772	70			
PR-8-02-3530	% Open Orders in a Hold Status > 90 Days - IOF	Parity w/ Retail DS3	NA	0.00		19			
	Legend Notations defined on Legend sheet - last page								

CLEC Aggregate Performance UNE MAINTENANCE - POTS / SPECIAL SERVICES

	POTS - Maintenance		Actual Pe	erformance	Number of Observations				
\$8 - 4 - 4 - 4	1 010 - Maintenance			CLEC		CLEC	Standard	O	7.0
Metric #		Standard	VZ	Aggregate	VZ	Aggregate	Deviation	Sampling Error	Z-Score
MD 0 00 0440	MR-2 - Trouble Report Rate		1.00	0.00	0000044	17010		0.05	0.00
MR-2-02-3112 MR-2-02-3140	Network Trouble Report Rate – Loop Network Trouble Report Rate – Platform	Parity with VZ Retail	1.08	0.62 0.79	6080344 6080344	47212 49014		0.05	9.63 6.12
MR-2-03-3112	Network Trouble Report Rate – Platform Network Trouble Report Rate – Central Office - Loop	Parity with VZ Retail Parity with VZ Retail	0.12	0.03	6080344	47212		0.05	5.60
MR-2-03-3140	Network Trouble Report Rate – Central Office - Platform	Parity with VZ Retail	0.12	0.15	6080344	49014		0.02	-2.19
MR-2-04-3112	% Subsequent Reports - Loop	No Standard	5.91	0.00	77345	306		0.02	2.10
MR-2-04-3140	% Subsequent Reports - Platform	No Standard	5.91	11.98	77345	526			
MR-2-05-3112	% CPE/TOK/FOK Trouble Report Rate - Loop	No Standard	0.79	0.91	6080344	47212			
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate - Platform	No Standard	0.79	0.59	6080344	49014			
	MD 0. Missaul Dansis Associates anti-								
MD 2 04 2442	MR-3 - Missed Repair Appointments	Parity with VZ Retail	18.41	9.93	CEEEO	202		2.27	3.73
MR-3-01-3112 MR-3-01-3140	% Missed Repair Appointment – Loop % Missed Repair Appointment – Platform	Parity with VZ Retail	18.41	21.65	65553 65553	292 388		2.27 1.97	-1.64
MR-3-02-3112	% Missed Repair Appointment – Central Office - Loop	Parity with VZ Retail	6.62	7.14	7224	14		6.65	0.30 (P)
MR-3-02-3140	% Missed Repair Appointment – Central Office - Platform	Parity with VZ Retail	6.62	6.67	7224	75		2.89	-0.02
MR-3-03-3112	% Missed Repair Appointment — CPE /TOK/FOK - Loop	No Standard	8.46	3.96	47918	429		2.00	0.02
MR-3-03-3140	% Missed Repair Appointment — CPE /TOK/FOK - Platform	No Standard	8.46	11.03	47918	290			
	·		•						•
MD 4 04 0440	MR-4 - Trouble Duration Intervals		00.11	47.00	70777	222	24.04	4.00	0.04
MR-4-01-3112 MR-4-01-3140	Mean Time To Repair - Total - Loop	Parity with VZ Retail	22.14	17.92 17.74	72777	306	24.21 24.21	1.39	3.04
MR-4-02-3112	Mean Time To Repair – Total - Platform Mean Time to Repair - Loop Trouble - Loop	Parity with VZ Retail Parity with VZ Retail	22.14 23.74	18.18	72777 65553	463 292	24.21	1.13 1.44	3.90 3.85
MR-4-02-3140	Mean Time to Repair - Loop Trouble - Platform	Parity with VZ Retail	23.74	18.81	65553	388	24.63	1.25	3.93
MR-4-03-3112	Mean Time To Repair – Central Office Trouble - Loop	Parity with VZ Retail	7.66	12.68	7224	14	13.09	3.50	-1.36 (P)
MR-4-03-3140	Mean Time To Repair - Central Office Trouble - Platform	Parity with VZ Retail	7.66	12.20	7224	75	13.09	1.52	-2.99
MR-4-04-3112	% Cleared (all troubles) within 24 Hours - Loop	Parity with VZ Retail	70.67	80.07	72777	306	,,,,,	2.61	3.60
MR-4-04-3140	% Cleared (all troubles) within 24 Hours - Platform	Parity with VZ Retail	70.67	82.29	72777	463		2.12	5.47
MR-4-06-3140	% Out of Service > 4 hours - Platform	Parity with VZ Retail	80.11	73.41	50309	331		2.20	3.04
MR-4-07-3112	% Out of Service > 12 hours - Loop	Parity with VZ Retail	65.28	50.68	50309	221		3.21	4.55
MR-4-07-3140	% Out of Service > 12 hours - Platform	Parity with VZ Retail	65.28	56.80	50309	331		2.63	3.23
MR-4-08-3112	% Out of Service > 24 Hours - Loop	Parity with VZ Retail	27.37	19.00	50309	221		3.01	2.78
MR-4-08-3140	% Out of Service > 24 Hours - Platform	Parity with VZ Retail	27.37	16.62	50309	331		2.46	4.37
	MR-5 - Repeat Trouble Reports								
MR-5-01-3112	% Repeat Reports within 30 Days - Loop	Parity with VZ Retail	16.76	19.61	72777	306		2.14	-1.33
MR-5-01-3140	% Repeat Reports within 30 Days - Platform	Parity with VZ Retail	16.76	14.04	72777	463		1.74	1.56
	Complex Services - 2 Wire Digital Services								
	MR-2 - Trouble Report Rate		-						
MR-2-02-3341	Network Trouble Report Rate – Loop	Parity with VZ Retail	0.57	1.09	74163	2942		0.14	-3.67
MR-2-03-3341	Network Trouble Report Rate – Central Office	Parity with VZ Retail	0.15	0.07	74163	2942		0.07	1.10
MR-2-04-3341 MR-2-05-3341	% Subsequent Reports % CPE/TOK/FOK Trouble Report Rate	No Standard No Standard	11.79 0.83	0.00	602 74163	34 2942			
WIX-2-03-3341	70 OF E/TORVI OR TROUBLE REPORT Rate	No Standard	0.00	0.00	74103	2342			
	MR-3 - Missed Repair Appointments								
MR-3-01-3341	% Missed Repair Appointment – Loop	Parity with VZ Retail	42.65	3.13	422	32		9.07	4.36
MR-3-02-3341	% Missed Repair Appointment – Central Office	Parity with VZ Retail	33.03	0.00	109	2		33.56	
MR-3-03-3341	% Missed Repair Appointment — CPE /TOK/FOK	No Standard	23.45	3.85	614	26			
	MD (T () D () ()								
MD 4.04.3344	MR-4 - Trouble Duration Intervals	Devite with 1/7 Devel	22.75	20.00	E04	34	31.12	E E0	0.50
MR-4-01-3341 MR-4-02-3341	Mean Time To Repair – Total Mean Time to Repair - Loop Trouble	Parity with VZ Retail	22.75 23.55	20.00	531 422	32	26.27	5.50 4.82	0.69
MR-4-03-3341	Mean Time to Repair - Coop Trouble Mean Time To Repair - Central Office Trouble	Parity with VZ Retail Parity with VZ Retail	19.65	16.20	109	2	45.27	32.30	0.09
MR-4-04-3341	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	70.06	73.53	531	34	40.E1	8.10	0.43
MR-4-07-3341	% Out of Service > 12 hours	Parity with VZ Retail	55.89	57.69	297	26		10.15	0.04 (P)
MR-4-08-3341	% Out of Service > 24 Hours	Parity with VZ Retail	30.98	23.08	297	26		9.46	0.84
					-				
MD 5 04 0044	MR-5 - Repeat Trouble Reports	Destruction 1775	16.00	20.50	E04	2.4		0.50	0.07
MR-5-01-3341	% Repeat Reports within 30 Days	Parity with VZ Retail	16.20	20.59	531	34		6.52	-0.67
	Complex Services - 2 Wire xDSL Loops								
	Complex Services - 2 Wile XDSL Loops								
	MR-2 - Trouble Report Rate								
MR-2-02-3342	Network Trouble Report Rate – Loop	Parity with VZ Retail	1.42	0.80	154709	13230		0.11	5.74
MR-2-03-3342	Network Trouble Report Rate – Central Office	Parity with VZ Retail	0.17	0.05	154709	13230		0.04	3.07
MR-2-04-3342	% Subsequent Reports	No Standard	8.37	0.00	3702	142		0.01	0.01
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.57	0.85	154709	13230			
									<u></u>
MD 0	MR-3 - Missed Repair Appointments	Bedroom 1775	00.55	0 ==	00	46.		0 == 1	0.57
MR-3-01-3342	% Missed Repair Appointment – Loop	Parity with VZ Retail	22.95	9.70	2906	134		3.72	3.57
MR-3-02-3342 MR-3-03-3342	% Missed Repair Appointment – Central Office % Missed Repair Appointment — CPE /TOK/FOK	Parity with VZ Retail No Standard	12.14 12.67	0.00 5.36	486 2423	8 112		11.64	
WIIN-0-00-0042	70 WILDOOG REPAIL APPOINTMENT — OF E / TORVEOR	INO SIMIUMIU	12.01	5.30	2723	114			
	MR-4 - Trouble Duration Intervals								
MR-4-02-3342	Mean Time to Repair - Loop Trouble	Parity with VZ Retail	29.34	20.17	2906	134	33.60	2.97	3.09
MR-4-03-3342	Mean Time to Repair - Central Office Trouble	Parity with VZ Retail	14.50	9.71	486	8	20.90	7.45	5.55
MR-4-04-3342	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	61.23	77.46	3392	142		4.17	3.89
MR-4-07-3342	% Out of Service > 12 hours	Parity with VZ Retail	77.32	59.65	2522	114		4.01	4.41
MR-4-08-3342	% Out of Service > 24 Hours	Parity with VZ Retail	37.67	23.68	2522	114		4.64	3.02
	MD 5 Parant Translet Paranta								
MD 5 04 3340	MR-5 - Repeat Trouble Reports	Desity with 1/7 Des "	20.44	17.64	2202	1/10		2.40	0.72
MR-5-01-3342	% Repeat Reports within 30 Days	Parity with VZ Retail	20.11	17.61	3392	142		3.43	0.73
	continued								

CLEC Aggregate Performance UNE MAINTENANCE - POTS / SPECIAL SERVICES

	Complex Services - 2 Wire xDSL Line Sharing	Actual Performance			Number of 0	Observations			
Metric #	•	Standard	VZ	CLEC	VZ	CLEC	Standard Deviation	Sampling Error	Z-Score
	MR-2 - Trouble Report Rate	Standard		Aggregate		Aggregate	Deviation		
MR-2-02-3343	Network Trouble Report Rate – Loop	Parity with VZ Retail	1.42	0.16	154709	1824		0.28	4.50
MR-2-03-3343	Network Trouble Report Rate - Central Office	Parity with VZ Retail	0.17	0.11	154709	1824		0.10	0.59
MR-2-04-3343	% Subsequent Reports	No Standard	8.37	0.00	3702	7			
MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.57	0.82	154709	1824			
									<u>.</u>
	MR-3 - Missed Repair Appointments	•							
MR-3-01-3343	% Missed Repair Appointment – Loop	Parity with VZ Retail	22.95	0.00	2906	3		24.29	
MR-3-02-3343	% Missed Repair Appointment - Central Office	Parity with VZ Retail	12.14	0.00	486	4		16.40	
MR-3-03-3343	% Missed Repair Appointment — CPE /TOK/FOK	No Standard	12.67	0.00	2423	15			
	MR-4 - Trouble Duration Intervals								
MR-4-02-3343	Mean Time to Repair - Loop Trouble	Parity with VZ Retail	29.34	38.83	2906	3	33.60	19.41	
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	Parity with VZ Retail	14.50	3.87	486	4	20.90	10.50	
MR-4-04-3343	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	61.23	71.43	3392	7		18.43	
MR-4-07-3343	% Out of Service > 12 hours	Parity with VZ Retail	77.32	25.00	2522	4		20.95	
MR-4-08-3343	% Out of Service > 24 Hours	Parity with VZ Retail	37.67	0.00	2522	4		24.25	
		-							
	MR-5 - Repeat Trouble Reports	1							
MR-5-01-3343	% Repeat Reports within 30 Days	Parity with VZ Retail	20.11	57.14	3392	7		15.17	
	Special Services - Maintenance	1							
	opeoidi con vices inidinioridinos	ı							
	MR-2 - Trouble Report Rate	1							
MR-2-01-3200	Network Trouble Report Rate - Total	Parity with VZ Retail	0.23	2.29	362654	1266		0.14	-15.20
MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.28	3.00	362654	1266			
	MR-4 - Trouble Duration Intervals								
MR-4-01-3200	Mean Time To Repair – Total	Parity with VZ Retail	5.39	5.24	843	29	6.82	1.29	0.12
MR-4-02-3200	Mean Time to Repair - Loop Trouble	Parity with VZ Retail	7.20	6.04	446	15	7.96	2.09	0.56
MR-4-04-3200	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	97.86	100.00	843	29		2.73	0.78
MR-4-06-3200	% Out of Service > 4 hours	Parity with VZ Retail	48.99	63.64	843	22		10.80	-1.14 (P)
MR-4-07-3200	% Out of Service > 12 hours	Parity with VZ Retail	6.17	0.00	843	22		5.20	1.19
MR-4-08-3200	% Out of Service > 24 Hours	Parity with VZ Retail	2.14	0.00	843	22		3.13	0.68
	MR-5 - Repeat Trouble Reports								
MR-5-01-3200	% Repeat Reports within 30 Days	Parity with VZ Retail	14.47	13.79	843	29		6.64	0.10
	Legend Notations defined on Legend sheet - last page								
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CLEC Aggregate Performance TRUNKS

	ORDERING	1	Aggregate Interconnection						
Metric #	UNDERING			Actual	egate interconne	Number of			
	OR 1 - Order Confirmation Timeliness	Standard		Performance		Observations	Difference		
	Average Firm Order Confirmation (FOC) Time <=192 Forecasted Trunks	No Standard		3.47					
	% On Time FOC <= 192 Forecasted Trunks % On Time Design Layout Record (DLR)	95% in 10 days; Faxed+24 hrs 95% in 11 days; Faxed+24 hrs		100.00		17 3	5.00 5.00		
	% On Time Response - Request for inbound (VZ-CLEC augment) <=192 Forecasted Trunks	95% in 10 days		NA		3	3.00		
	% On Time Response - Request for inbound (VZ-CLEC augment) > 192 Forecasted Trunks	95% on Time - Negotiated Process		NA					
	OR-2 - Reject Timeliness								
OR-2-11-5020	Average Trunk ASR Reject Time <= 192 Forecasted Trunks	No Standard		1.00				1	
OR-2-12-5020	% On Time Trunk ASR Reject <= 192 Forecasted Trunks	95% within 10 Days		100.00		2	5.00		
	PROVISIONING		Actual Pe	erformance	Number of	Observations			
			VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
	PR-1 - Average Interval Offered	-							
PR-1-09-5020 PR-1-09-5030	Average Interval Offered – Total <= 192 Forecasted Trunks Average Interval Offered – Total > 192 Forecasted & Unforecasted	Parity with IXC / FGD Parity with IXC / FGD	9.80 13.09	10.67 10.69	15 67	3 26	2.24	1.42 0.67	3.57
110 1 03 3030	Protage interval officied Total > 132 Foredasted & Officiedasted	Tally Will 1XC / TGB	10.00	10.03	- 01	20	2.51	0.07	0.07
DD 2 00 5020	PR-2 - Average Interval Completed	D	0.11	10.67	9	2	2.26	1 51	
PR-2-09-5020 PR-2-09-5030	Average Interval Completed – Total <= 192 Forecasted Trunks Average Interval Completed – Total > 192 Forecasted & Unforecasted	Parity with IXC / FGD Parity with IXC / FGD	8.11 NA	10.67 16.00	9	3 4	2.26	1.51	
			•						•
PR-4-01-5000	PR-4 - Missed Appointment Missed Appointment - Verizon - Total	Parity with IXC / FGD	0.27	0.78	9000	6160		0.09	-5.94
PR-4-02-5000		Parity with IXC / FGD	2.00	2.00	24	48	0.00	0.00	0.04
PR-4-03-5000		No Standard	50.93	48.75	9000	6160			
PK-4-09-5000	% MA – VZ – Std. Interval (W Coded) Orders –Total	Parity with IXC / FGD	0.00	0.00	384	192			
	PR-5 - Facility Missed Orders	,							
	% Missed Appointment – Verizon – Facilities % Orders Held for Facilities > 15 Days	Parity with IXC / FGD Parity with IXC / FGD	0.00	0.00	9000	6160 6160			
PR-5-03-5000	% Orders Held for Facilities > 60 Days	Parity with IXC / FGD	0.00	0.00	9000	6160			
	PR-6 - Installation Quality	_							
PR-6-01-5000	% Installation Troubles reported within 30 Days	Parity with IXC / FGD	0.03	0.00	9000	6160		0.03	1.10
PR-6-03-5000	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	No Standard	0.02	0.00	9000	6160			
	PR-8 - Average Days Held on Pending Orders								
PR-8-01-5000	% Open Orders in a Hold Status > 30 Days	Parity with IXC / FGD	0.00	0.00	9000	6160			
PR-8-02-5000	% Open Orders in a Hold Status > 90 Days	Parity with IXC / FGD	0.00	0.00	9000	6160			
MR-2-01-5400	MR-2 - Trouble Report Rate Network Trouble Report Rate - Total	Parity with IXC / FGD	0.01	0.00	429609	304042		0.00	3.00
MP-4-01-5000	MR-4 - Trouble Duration Intervals Mean Time To Repair – Total	Parity with IXC / FGD	7.43	2.43	39	7	12.73	5.23	1
MR-4-04-5000	% Cleared (all troubles) within 24 Hours	Parity with IXC / FGD	89.74	100.00	39	7		12.46	
	% Out of Service > 2 Hours % Out of Service > 4 hours	Parity with IXC / FGD Parity with IXC / FGD	51.28 28.21	28.57 14.29	39 39	7		20.52 18.47	
MR-4-07-5000	% Out of Service > 12 hours	Parity with IXC / FGD	20.51	0.00	39	7		16.57	
MR-4-08-5000	% Out of Service > 24 Hours	Parity with IXC / FGD	10.26	0.00	39	7		12.46	
	MR-5 - Repeat Trouble Report	_							
MR-5-01-5400	% Repeat Reports within 30 Days	Parity with IXC / FGD	10.26	14.29	39	7		12.46	
	NP-1 - Percent Final Trunk Group Blockage	1		Actual Performance		Number of Observations	Difference		
	% FTG Exceeding Blocking Standard - Common Final Trunks	No Standard		1.71		409			
NP-1-01-5400	% FTG Exceeding Blocking Standard - Dedicated Final Trunks	No Standard		0.00		143			
NP-1-02-5000 NP-1-02-5400		No Standard No Standard		1.71 4.20		409 143			
NP-1-03-5400	Number Dedicated FTG Exceeding Blocking Standard – 2 Months	No Standard		0					
NP-1-04-5400	Number Dedicated FTG Exceeding Blocking Standard – 3 Months	See Guidelines		0					
	NP-2 - Collocation Performance			_					
	% On Time Response to Request for Collocation Total (Physical, SCOPE, CCOE, Virtual) -New			100.00		8	5.00		
NP-2-01-6120 NP-2-02-6110	% On Time Response to Request for Collocation Total (Physical, SCOPE, CCOE, Virtual) - Augment Average Interval - Physical Collocation - New	95% on Time -15 Bus Days No Standard		100.00 NA		8	5.00		
NP-2-02-6120	Average Interval - Physical Collocation - Augment	No Standard		84.50		2			
NP-2-03-6110	Average Interval - SCOPE - New Average Interval - SCOPE - Augment	No Standard No Standard		NA 104.00		2			
NP-2-04-6110	Average Interval - CCOE - VZ Equipment is Secure - New	No Standard		NA					
NP-2-04-6120	Average Interval - CCOE - VZ Equipment is Secure - Augment	No Standard		76.00		2			
	Average Interval - CCOE - VZ Equipment is Unsecured - New Average Interval - CCOE - VZ Equipment is Unsecured - Augment	No Standard No Standard		NA NA					
NP-2-06-6110	Average Interval - Virtual Collocation - New	No Standard		NA					
	Average Interval - Virtual Collocation - Augment % On Time Total (Physical, SCOPE, CCOE, Virtual) - New	No Standard 95% on Time According to Schedule		NA NA				-	
NP-2-07-6120	% On Time Total (Physical, SCOPE, CCOE, Virtual) - Augment	95% on Time According to Schedule		100.00		6	5.00		
NP-2-08-6110	Average Delay Days Total (Physical, SCOPE, CCOE, Virtual) - New Average Delay Days Total (Physical, SCOPE, CCOE, Virtual) - Augment	No Standard No Standard		NA NA					
145-2-08-0120	Avorage Delay Days Total (Friysical, SOUPE, COUE, VIItual) - Augment	INO Standard		NΑ					
ND F C:	NP-5 - Network Outage Notification		00	00.77				10.55	-
NP-5-01-5000	% of Network Outage Notices Sent within 30 Minutes	Parity with VZ Retail	66.67	66.67	27	27		12.83	
	NP-6 - NXX Updates	_							
NP-6-01-5000	NP-6 - NXX Updates % of NXX Updates Installed by the LERG Effective Date	Parity with VZ Retail	RQ	RQ					

Legend Notations defined on Legend sheet - last page

LEGEND

```
UD = Performance metric is under development
NA = No Activity
TBD = To Be Determined
UR = Under Review
RQ = Reported Quarterly
NEF = No Existing Functionality
P = Z-Score Equivalent from Permutation Test
R3 = Run 3 Times Per Year
Intervals as published on the WEB site
EEL - DS3 EEL Loop
1-10 Loops: Loop Facility Availability Date + 15 Days
11+ Loops: Negotiated
No Facilities: ECCD + 15 Days
Facility Check: 72 Hours (In addition to 15 day interval)
EEL - DS1 EEL Loop
                            EEL - DS1 EEL Loop
1- 10 Loops: 10 Days
11+ Loops: Negotiated
No Facilities: ECCD + 10 Days
Facility Check: 72 Hours (In addition to 15 day interval)
                                                                                                 Facilities Available (Quantity 1-8): 15 days*
Facilities Available (Quantity >8): Negotiated
Facilities not available: Negotiated
Facilities Check: 72 Hours
```

* 15 Days includes the facility check